

1 **BEFORE THE COMMONWEALTH OF KENTUCKY**

2 **PUBLIC SERVICE COMMISSION**

3 **REBUTTAL TESTIMONY OF SHARON E. NORRIS**

4 **ON BEHALF OF**

5 **AT&T COMMUNICATIONS OF THE SOUTH CENTRAL**
6 **STATES, INC.**

7 **AND TCG OHIO, INC.**

8 **CASE NO. 2001-105**

9 **JULY 9, 2001**

10 **Q. PLEASE STATE YOUR NAME AND BUSINESS ADDRESS.**

11 **A.** My name is Sharon E. Norris and my business address is P.O. Box 658,
12 Loganville, Georgia 30052.

13 **Q. PLEASE DESCRIBE YOUR BACKGROUND AND PROFESSIONAL**
14 **EXPERIENCE AS THEY RELATE TO THE ISSUES IN THIS**
15 **PROCEEDING.**

16 **A.** I received my degree in Distributive Education from DeKalb College in 1972.
17 I have been employed in the telecommunications industry for over twenty-seven
18 years. I began my career with Southern Bell in 1973, in one of its Commercial
19 Business offices in Atlanta, Georgia. From 1973 until 1983, I held various
20 positions in Southern Bell's business offices, business marketing organizations,
21 retail stores, and support staff organizations. In 1983, at the time of the Bell
22 Telephone breakup, I chose to move from Southern Bell to AT&T, where I

1 worked in the Consumer Sales Division of American Bell and later AT&T
2 Information Systems.

3 From 1985 until 1991, I worked in the Human Resources department of
4 AT&T. In 1991, I transferred to AT&T's Law and Government Affairs Division.
5 Initially, I served as a loaned executive to the Governor's Efficiency Commission
6 for the State of Georgia. In this capacity, I examined current government
7 practices and policies designed to increase government efficiency.

8 In 1995, I became AT&T's representative to the Georgia Public Service
9 Commission ("Commission" or "GPSC"). In this role, I advocated AT&T's
10 position on regulations and issues regarding opening local exchange markets to
11 competition. I continued in this role until 1997, when I also began to monitor and
12 analyze BellSouth's compliance with its obligations to provide AT&T
13 nondiscriminatory access to BellSouth's Operational Support Systems ("OSS")
14 throughout its nine-state territory.

15 I retired from AT&T in 1998, and am now a consultant with SEN
16 Consulting, Inc. In this capacity, I continue to monitor and analyze BellSouth's
17 compliance with its obligations to provide AT&T nondiscriminatory access to
18 BellSouth's OSS.

19 **Q. HAVE YOU PREVIOUSLY PARTICIPATED IN OTHER PROCEEDINGS**
20 **THAT RELATE TO ISSUES IN THIS PROCEEDING?**

21 **A.** Yes. I have appeared in state workshops in Alabama, Florida, Georgia, Kentucky,
22 Louisiana, North Carolina, South Carolina, and Tennessee that covered a wide
23 range of topics including: OSS, performance measures, and third-party testing. I
24 testified before the Alabama Public Service Commission last month. I have

1 participated in meetings with the Federal Communications Commission ("FCC")
2 and the Department of Justice ("DOJ") on these same issues. I also filed an
3 affidavit with the FCC on behalf of AT&T in Docket 97-231 and have filed
4 affidavits and testimony with other state commissions.

5 **Q. WHAT IS THE PURPOSE OF YOUR TESTIMONY?**

6 **A.** I am testifying on behalf of AT&T Communications of the South Central States,
7 Inc. to present AT&T's concerns regarding the integrity of BellSouth's
8 performance reporting and the underlying data from which the performance
9 reports provided to CLECs and the Kentucky Commission are allegedly
10 produced. These concerns demonstrate that this Commission cannot rely on
11 BellSouth's self-reported performance data for purposes of evaluating BellSouth's
12 performance under § 271 of the Telecommunications Act of 1996.

13 **Q. WHAT IS YOUR UNDERSTANDING OF BELLSOUTH'S OBLIGATIONS**
14 **UNDER SECTION 271?**

15 **A.** BellSouth has the burden of establishing that each and every requirement of
16 § 271, including the obligation to provide nondiscriminatory access to its services
17 and facilities, has been satisfied.¹ One of the things BellSouth intends to rely on
18 in its attempt to satisfy this burden is self-reported performance data provided in

¹ See, e.g., Memorandum and Order, *In the Matter of Application of Ameritech Michigan Pursuant to Section 271 of the Communications Act of 1934, As Amended, to Provide In-Region, InterLATA Services in Michigan*, 12 FCC Red. 20,543 (F.C.C. August 19, 1997) (No. CC 97-137, FCC 97-298) ("Ameritech Michigan Order") ¶ 43 ("the ultimate burden of proof with respect to factual issues remains at all times with the BOC"), ¶ 158 (BOC "has the burden of demonstrating that it has met all of the requirements of Section 271," including that "it provides nondiscriminatory access to all OSS functions."); Memorandum Opinion and Order, *Application by BellSouth Corp., et al. For Provision of In-Region, InterLATA Services in South Carolina*, 13 FCC Red. 539 (F.C.C. Dec. 24, 1997) (No. CC 97-208, FCC 97-418) ¶ 37 ("the BOC applicant retains at all times the ultimate burden of proof that its application is sufficient") (footnote omitted).

1 its Service Quality Measurement (“SQM”) reports and available on its
2 Performance Measures and Analysis Platform (“PMAP”). Before this
3 Commission can rely on that self-reported data to determine checklist compliance,
4 however, BellSouth must provide “reasonable assurance that the reported data is
5 accurate.”²

6 **Q. HAS BELLSOUTH PRESENTED SELF-REPORTED PERFORMANCE**
7 **DATA?**

8 **A.** No. BellSouth, however, will provide such data as part of this proceeding.

9 **Q. HAS BELL SOUTH MET ITS BURDEN?**

10 **A.** No. In order to meet its burden to establish that it offers nondiscriminatory access
11 to its network, BellSouth must also establish that the self-reported data upon
12 which it relies is accurate. BellSouth has not done so. Instead, when AT&T has
13 advised BellSouth of discrepancies in the data, BellSouth has steadfastly refused
14 to engage in any real discussion of those discrepancies.

15 **Q. WHY IS BELLSOUTH’S DATA UNRELIABLE?**

16 **A.** Four issues demonstrate that BellSouth’s data is unreliable:

- 17 1. AT&T transactions are missing in BellSouth’s data;
- 18 2. BellSouth’s SQM reports are inconsistent with each other;
- 19 3. Third-party tests of BellSouth’s performance measures reporting in both
20 Florida and Georgia have identified inconsistencies between BellSouth’s

² Memorandum and Order, *In the Matter of Application By Bell Atlantic New York for Authorization under Section 271 of the Communication Act to Provide In-Region, Interlata Service in the State of New York*, 15 FCC Rod. 3953 (F.C.C. Dec. 22, 1999) (No. CC 99-295, FCC 99-404)(“*Bell Atlantic New York Order*”) ¶ 433. This requirement, stated in the context of public interest review of a performance monitoring plan, applies at least equally to BellSouth’s proffer of its own data to prove checklist compliance.

1 performance reports and the underlying data BellSouth allegedly uses to
2 generate those reports, as well as discrepancies between the data
3 BellSouth collects on the pseudo-CLEC and data the pseudo-CLEC
4 collected about its own transactions; and

5 4. BellSouth has not yet provided all the raw data underlying the
6 performance measures so that CLECs can evaluate the discrepancies in the
7 reports.

8 As a result, BellSouth's data should be subjected to significantly more
9 scrutiny before either CLECs or this Commission can rely on it.

10 **Q. PLEASE EXPLAIN HOW BELL SOUTH'S DATA COLLECTION AND**
11 **PERFORMANCE MEASURES REPORTING SYSTEMS WORK?**

12 **A.** To explain how these systems work, I will refer to Exhibit 1 attached to my
13 testimony. Exhibit SEN-1 is a graphic representation of BellSouth's data
14 collection process that was included in *BellSouth Telecommunications, Inc. OSS*
15 *Evaluation – Georgia Master Test Plan Final Report* ("Final Report"). SEN-1
16 reveals the different stages of BellSouth's data collection system. BellSouth's
17 legacy systems feed data into the ICAIS Data Warehouse, commonly referred to
18 as "Barney," and the snapshot database. BellSouth refers to this as "early stage
19 data." This early stage data is then processed before it is sent to the Staging,
20 NODS, and DDS systems that appear on the far right of the drawing. The
21 Staging, NODS, and DDS systems represent the information available in
22 BellSouth's Performance Measure and Analysis Platform ("PMAP"). The data in
23 these systems produce the SQM reports and what BellSouth calls "raw data files."

1 **Q. DO BELLSOUTH'S RAW DATA FILES IN PMAP CONTAIN ALL OF**
2 **BELLSOUTH'S DATA?**

3 **A.** No. The "raw data files" available in PMAP do not contain raw, unprocessed
4 data. The data available in BellSouth's early stage data systems have been
5 processed so that some data have been removed. (*See* Deposition of Lawrence
6 Freundlich ("Freundlich Dep.") May 3, 2001, *In re: Investigation into*
7 *Development of Electronic Interfaces for BellSouth's Operational Support*
8 *System*, Georgia Public Service Commission, Docket No. 8354-U at 25-26
9 (excerpts attached as SEN-2).) The truly raw data – all data relating to OSS
10 transactions – are in the data warehouse and in the snapshot database that appear
11 on the left-hand side of the graphic representation. *See id.* CLECs do not have
12 access to the data warehouse or the snapshot database. Accordingly, CLECs
13 cannot verify BellSouth's reports.

14 **Q. IS BELLSOUTH'S PMAP SYSTEM USED FOR ALL BELLSOUTH**
15 **STATES?**

16 **A.** Yes. The same system is used for all BellSouth states.

17 **Q. PLEASE EXPLAIN HOW YOU DISCOVERED THAT AT&T DATA WAS**
18 **MISSING FROM BELLSOUTH'S PERFORMANCE REPORTS.**

19 **A.** Over the last several months, AT&T has compared its own data regarding its
20 transactions with BellSouth with BellSouth's data. AT&T's comparisons of its
21 own data with data BellSouth reports have revealed significant discrepancies.
22 AT&T's inability to resolve these discrepancies with BellSouth raises serious
23 concerns about the accuracy of the reported data.

1 **Q. PLEASE GIVE AN EXAMPLE OF MISSING DATA IN BELLSOUTH'S**
2 **REPORTS.**

3 **A.** AT&T has identified BellSouth firm order confirmation ("FOC") or rejection
4 performance reports that do not include AT&T's local service requests ("LSRs").
5 Neither BellSouth's December 2000 PMAP report nor the LNP Flow Through
6 report showed any LNP orders for operating company number ("OCN") 7125,
7 one of AT&T's OCN's. In fact, BellSouth reported no activity in these
8 categories. (See Letter dated Feb. 12, 2001, from K.C. Timmons to Sandra Jones
9 (SEN-3).)

10 **Q. DID BELLSOUTH RECEIVE THE MISSING LSR'S?**

11 **A.** Yes. AT&T records show that the purchase order numbers ("PONs") were sent to
12 BellSouth electronically, and AT&T received acknowledgments, clarifications,
13 and FOCs for these LSRs from BellSouth. *See id.* In total, AT&T documented
14 well over 450 LSR's AT&T submitted that did not appear in BellSouth's
15 December LNP performance report or the PMAP LNP Flow Through report. *See*
16 *id.*

17 **Q. DID AT&T INFORM BELLSOUTH THAT THE FLOW THROUGH**
18 **REPORT WAS MISSING SIGNIFICANT AMOUNTS OF DATA?**

19 **A.** Yes. AT&T raised this issue with BellSouth in a letter dated February 12, 2001.
20 In that letter, AT&T explained, that "[w]ith well over 450 LSR[]s missing from
21 BellSouth-generated December performance data, we had serious questions arise
22 about the data integrity of the PMAP system. Without complete data to support
23 the BellSouth-provided reports in PMAP, true analysis of how BellSouth
24 performs as a supplier to AT&T is severely limited, thereby restricting AT&T's
25 ability to compete in the local market." *Id.*

1 **Q. DID BELLSOUTH TELL AT&T WHY THE DATA WAS MISSING?**

2 **A.** BellSouth responded by stating that the data was excluded because of a
3 programming error.

4 **Q. HAS BELLSOUTH PROVIDED THE MISSING DATA?**

5 **A.** No. Even though BellSouth allegedly corrected the computer error in January
6 2001, it could not provide corrected December reports “due to the loss of the
7 data.” (See Letter dated March 27, 2001, from Joy Jamerson to K.C. Timmons
8 (SEN-4).)

9 **Q. DID THE CORRECTION OF THE COMPUTER ERROR RESOLVE THE
10 PROBLEM OF MISSING DATA?**

11 **A.** AT&T has been unable to verify whether the correction resolved the issue.
12 Despite repeated requests, BellSouth has refused to provide AT&T any LNP
13 performance reports or data for OCN 7125 for January, February, or March 2001,
14 even though AT&T submitted LSRs to BellSouth for all three months. After
15 months of inquiry, BellSouth did provide FOC and rejection reports at the end of
16 May for April performance. A comparison of the volumes of transactions
17 collected by AT&T and the volumes reported by BellSouth in those April
18 performance reports revealed substantial differences. However, BellSouth did not
19 provide underlying raw data for these measures so AT&T could not verify the
20 accuracy of the reports. This week, AT&T received both LNP reports and data
21 for May. AT&T, however, has not yet had an opportunity to review this
22 information.

1 **Q. ARE THERE ANY OTHER INSTANCES OF MISSING AT&T DATA?**

2 **A.** Yes. AT&T is participating with BellSouth in a UNE-Port Loop Combination
3 Test in Georgia to validate the BellSouth-AT&T ordering, provisioning, and
4 billing requirements and procedures for loop/port combination services. Using
5 data it collected in the test, AT&T compared its underlying performance data to
6 the underlying data provided by BellSouth on its PMAP website for the month of
7 November, 2000. This comparison revealed numerous significant discrepancies
8 between the data reported by BellSouth and the data collected by AT&T.

9 **Q. PLEASE SUMMARIZE SOME OF THE DISCREPANCIES AT&T**
10 **FOUND.**

11 **A.** AT&T found that hundreds of AT&T's orders were missing from BellSouth
12 reported data. The chart below lists some of these discrepancies.

Data Type	Key Issues(s)
LSRs	577 in AT&T data, but not in BellSouth data
FOCs	778 in AT&T data, but not in BellSouth data
Rejections	79 in AT&T data, but not in BellSouth data
Completion Notices	780 in AT&T data, but not in BellSouth data

13 Exhibit SEN-5 to my testimony provides further detail of these discrepancies.

14 **Q. DO THESE SIGNIFICANT OMISSIONS CALL INTO QUESTION**
15 **BELLSOUTH'S ENTIRE DATA COLLECTION AND REPORTING**
16 **SYSTEM?**

17 **A.** Yes. When such significant numbers of local service requests ("LSRs") are
18 missing it calls into question not only how well BellSouth is performing for
19 AT&T, but also all of the performance data BellSouth reports. It is impossible to

1 judge the level of BellSouth's performance when all of the data about all of the
2 transactions are not reported.

3 **Q. HAS BELL SOUTH INVESTIGATED THE ROOT CAUSE OF THESE**
4 **DISCREPANCIES?**

5 **A.** No. AT&T provided BellSouth information about the discrepancies and
6 requested that BellSouth investigate them prior to a scheduled meeting. At the
7 meeting on May 11, 2001, BellSouth reported that it had not analyzed the data
8 and was not prepared to discuss it. Instead of discussing how to correct the
9 problem, BellSouth representatives simply said "PMAP is PMAP." (See Letter
10 dated May 21, 2001, from Edward Gibbs to Audrey Thomas (SEN-6).) Despite
11 BellSouth's cavalier approach to the accuracy of PMAP data, during the May 11
12 meeting, AT&T again requested review of the data. In a conference call on May
13 16, 2001, BellSouth stated that it had looked at the data. BellSouth refused,
14 however, to conduct any root cause analysis or to provide corrected data to
15 AT&T. See *id.* After continued escalation by AT&T, BellSouth responded by e-
16 mail on May 31, 2001, stating that it would investigate further and requesting
17 information. AT&T provided that information on June 12, 2001. On June 18,
18 2001, BellSouth again requested the same information AT&T already provided.
19 (See SEN-7.) On June 19, AT&T responded advising BellSouth that the
20 information had been provided and asking whether any additional information
21 was necessary. (See SEN-8.)

22 **Q. HAS BELL SOUTH YET PROVIDED A SUBSTANTIVE RESPONSE TO**
23 **AT&T'S CONCERNS?**

24 **A.** BellSouth has provided only a partial response. On June 28, AT&T received a
25 letter from BellSouth with preliminary findings. BellSouth also indicated that it

1 was continuing its review, and asked for additional information. (See SEN-9)
2 Notably, BellSouth's response confirmed some of the issues AT&T has raised.
3 For example, on page 4 of the report, BellSouth refers to 113 instances of
4 issuance of "dummy" FOCs and says these are not reported in PMAP. The
5 exclusion of these "dummy" FOCs is an undocumented and unauthorized
6 exclusion. These are FOCs received by CLECs, and it is important that they be
7 processed in a timely manner. However, BellSouth has elected not to report its
8 performance on these FOCs, and does not indicate this exclusion in its SQM.

9 **Q. DID BELLSOUTH'S RESPONSE ADMIT ANY OTHER EXCLUSIONS?**

10 **A.** Yes. On page 6 of the report, BellSouth indicates that the reject interval report
11 reflects only LSRS submitted and rejected in the same month. This indicates that
12 BellSouth inappropriately excludes rejections from this measure if the LSR is
13 issued in one month and the rejection is issued in another. Again, this
14 unwarranted exclusion is not documented in BellSouth's SQM.

15 **Q. HAS BELLSOUTH LOCATED ALL OF THE MISSING PERFORMANCE**
16 **DATA AT&T IDENTIFIED?**

17 **A.** No. In fact, BellSouth's analysis confirmed that most of the items AT&T had
18 found missing in BellSouth's data were in fact missing. Potential explanations for
19 the missing data were offered in only a few instances.

20 **Q. DOES THE FACT THAT DATA IS MISSING SERIOUSLY UNDERMINE**
21 **THE CONFIDENCE THAT CAN BE PLACED IN BELLSOUTH'S**
22 **PERFORMANCE REPORTS?**

23 **A.** Yes. Absent a root cause analysis and implementation of corrections to ensure
24 that all data is reported accurately and completely by BellSouth, this Commission
25 cannot rely on any of BellSouth's reported data. BellSouth is seeking blind trust

1 from CLECs and from this Commission that the data it reports is thorough and
2 accurate. AT&T's experience reveals that such trust is not deserved.

3 **Q. IN ADDITION TO THE MISSING DATA YOU HAVE DISCUSSED, HAS**
4 **AT&T IDENTIFIED ANY OTHER MISSING DATA?**

5 **A.** Yes. The Georgia Commission directed BellSouth to prepare Response
6 Completeness reports that show the percentage of time BellSouth returned FOCs
7 and rejections for each LSR it receives. (*See Order, In re: Performance*
8 *Measurements for Telecommunications Interconnection, Unbundling and Resale,*
9 *Docket. No. 7892-U (Jan. 12, 2001).*) Based on the report's design, the test
10 completion rate should be 100 percent (100%) because, for each LSR, BellSouth
11 should issue either a FOC or a rejection. BellSouth's May 2001 response
12 completeness report, however, indicated that ten percent³ (10%) of BellSouth's
13 reported mechanized FOC and rejection notices to AT&T were not returned. This
14 means that 10.0 % of the data on the timeliness of BellSouth's responses to
15 AT&T's orders were not included in the data reported by BellSouth. Further, it
16 does not appear that AT&T's Local Number Portability service requests were
17 reported at all. Failure to include 10.0% of the data on AT&T's transactions calls
18 into serious question the validity of BellSouth's FOC and rejection timeliness
19 reports. (*See SEN-10.*)

³ AT&T calculated this overall percentage from reports available on BellSouth's website. SEN-10 is a page from that website reporting BellSouth's performance for AT&T.

1 **Q. WHAT IS THE IMPACT OF BELLSOUTH'S FAILURE TO INCLUDE**
2 **AT&T'S DATA IN ITS PERFORMANCE REPORTS?**

3 **A.** By failing to include AT&T's data in the PMAP reports, BellSouth's CLEC
4 aggregate performance results are wrong. By excluding that data, BellSouth
5 could be hiding deficient performance. If neither the Commission nor CLECs can
6 rely on BellSouth's aggregate reports, measuring BellSouth's performance against
7 the standards it must meet to obtain Section 271 authority is impossible.

8 **Q. HAVE YOU IDENTIFIED OTHER DISCREPANCIES IN BELLSOUTH'S**
9 **PERFORMANCE REPORTS?**

10 **A.** Yes. Inconsistencies among the various reports BellSouth produces raise serious
11 questions about the validity of the data.

12 **Q. PLEASE EXPLAIN HOW BELLSOUTH'S PERFORMANCE REPORTS**
13 **ARE CREATED.**

14 **A.** When BellSouth generates PMAP reports, certain data are used to calculate more
15 than one performance metric. A review of the business rules in BellSouth's SQM
16 plan indicates that these data should match among the various PMAP reports. For
17 example, for any given OCN, the volume of LSRs submitted in the Percent
18 Rejected – Mechanized report should match the number of LSRs submitted in the
19 Flow Through report; the number of Fully Mechanized Rejections should match
20 the number of Auto Clarifications in the Flow Through report, and the number of
21 Partially Mechanized Rejections should match the number of CLEC-Caused
22 Fallout in the Flow Through report. (*See* Attachment 1 to Letter dated April 4,
23 2001, from K.C. Timmons to Jan Flint (SEN-11); *see also* Attachment 1 to Letter
24 dated June 28, 2001, from K.C. Timmons to Jan Flint (SEN-12).)

1 **Q. HOW ARE THESE REPORTS INCONSISTENT WITH EACH OTHER?**

2 **A.** My review of these data sets revealed several discrepancies among the BellSouth
3 PMAP reports. For example, in January 2001, for OCN 7680 UNE-P, numbers
4 that should have been the same were different in the various reports. BellSouth
5 reported 47 as the number of Partially Mechanized rejections but only reported 22
6 orders for CLEC caused fall out in the Flow Through report. (*See id.*) Those
7 numbers should be the same if the reports accurately reflect the underlying data. I
8 also found that the number of LSRs listed on BellSouth's Percent Rejected—
9 mechanized report was 1,427; however, the Flow Through Report lists the
10 number of LSRs submitted as 1,430. (*See id.*) The number of Fully mechanized
11 Rejections is listed as 35 while there were 41 listed on the Auto Clarifications.
12 (*See id.*) These numbers should not be different because they are different names
13 for the same thing.

14 **Q. DID YOU FIND OTHER ERRORS?**

15 **A.** Yes. Numbers of completed orders also appear to be incorrect. The number of
16 completed orders listed in the Missed Appointment metric was 1,154 whereas
17 BellSouth reports 877 completed orders in the Average Completion Notices
18 Interval raw data files. (*See id.*) This discrepancy of over 200 orders calls into
19 question all of BellSouth's reports referencing completed orders.

20 **Q. HAS AT&T SEEN THESE INCONSISTENCIES IN PMAP REPORTS FOR
21 ANY MONTH OTHER THAN JANUARY?**

22 **A.** Yes. In April 2001, for OCN 7125 Non-LNP, BellSouth reported 76 as the
23 number of LSRs submitted in the Percent Rejected LSR report, but 460 in the
24 Flow-Through report. (*See SEN-12, Attachment 1.*) These numbers should

1 match. Although BellSouth tries to justify this difference by stating that
2 Directory Listings Orders (REQTYP J) are included in the Flow-Through Report,
3 but not in the % Rejected Service Requests Report, AT&T's analysis does not
4 support this assertion. First, AT&T has REQTYP J LSRs in its raw data.⁴ (See
5 SEN-13) Second, the missing 384 of 460 LSRs cannot be explained as Directory
6 Listing LSRs.

7 **Q. DID YOU FIND OTHER INCONSISTENCIES BETWEEN APRIL**
8 **REPORTS LIKE YOU DID IN JANUARY?**

9 **A.** Yes. In April, as well, for OCN 7125-Non-LNP, numbers of completed orders
10 appear to be incorrect. The number of completed orders in the Missed
11 Appointment metric was 1, 288 whereas BellSouth reports 5 completed orders in
12 the Average Completion Notice Interval raw data files. (See SEN-12, Attachment
13 1). This discrepancy of over 1, 283, reinforces AT&T's concerns about all of
14 BellSouth's reports referencing completed orders.

15 **Q. ARE THERE ANY OTHER REPORTS THAT DISAGREE WITH EACH**
16 **OTHER?**

17 **A.** Yes. BellSouth's April Flow Through reports disagree with each other even
18 though the reports are related. The April 2001 Percent Flow Through Service
19 Requests Detail report identifies the number of LSRs that fell out because of
20 BellSouth error. BellSouth reports that its "BST caused Fallout" volumes equaled
21 22,142 LSRs. The related "Flowthrough Error Analysis" report, provided with

⁴ BellSouth has indicated that it does not include Directory Listings (REQTYP J) LSRs in this data, however, AT&T's raw data does include directory listing LSRs. (See SEN-13)

1 the Flow Through report,⁵ also identifies the total number of errors committed by
2 BellSouth. BellSouth reported only 14, 243 errors for April.

3 **Q. ARE THESE NUMBERS INACCURATE?**

4 **A.** Yes. An LSR can have more than one error, but the number of LSRs with errors
5 cannot be greater than the total number of errors. In BellSouth's reports,
6 however, the number of LSRs with errors significantly exceeds the total numbers
7 of errors reported by BellSouth.

8 **Q. HAVE YOU SEEN OTHER FLAWS IN BELL SOUTH'S DATA?**

9 **A.** Yes. BellSouth has reported AT&T orders that could not have come from AT&T.
10 For example, BellSouth continues to report that AT&T is using a TAG interface
11 to place orders. For example, the "% UNE Flowthrough Detail" section of
12 BellSouth's January Flow Through report indicated that AT&T had submitted 19
13 LSRs via TAG. Similarly, BellSouth's April report indicated that AT&T
14 submitted three orders via TAG. AT&T's May Acknowledgement Message
15 Timeliness Report indicates hundreds of acknowledgements were sent to AT&T
16 via TAG. (See SEN-14.) The data cannot be correct because AT&T does not
17 operate a TAG ordering interface with BellSouth.

18 **Q. HAS AT&T ATTEMPTED TO HAVE BELL SOUTH CORRECT OR**
19 **EXPLAIN THE DISCREPANCIES?**

20 **A.** Yes. We have corresponded with BellSouth requesting meetings to discuss our
21 findings, but BellSouth has neither adequately corrected nor explained the

⁵ Although the Flowthrough Error Analysis is included in BellSouth's proposed measures, and BellSouth did report this April information in Georgia, BellSouth did not include it in Vamer AJV-4, Attachment 2 with the other flow through information.

1 deficiencies. I have attached copies of AT&T's correspondence to my testimony
2 as SEN-11 and SEN-12.

3 **Q. WHAT EFFECT DOES BELLSOUTH'S REFUSAL TO EXPLAIN THE**
4 **DATA ERRORS HAVE?**

5 **A.** BellSouth's refusal to explain the discrepancies only heightens concerns
6 regarding the data. With all of these discrepancies and errors, the Commission
7 simply cannot be assured that the data in the performance reports accurately
8 represent BellSouth's performance.

9 **Q. HAS BELLSOUTH PROVIDED ADEQUATE RAW DATA TO CLECS ?**

10 **A.** No. BellSouth does provide some of the underlying data for some of its reports;
11 however, the data has been processed to exclude information.⁶ Accordingly,
12 AT&T, other CLECs, and Commissions cannot verify the accuracy of BellSouth's
13 performance monitoring reports. CLECs do not have access to the Data
14 Warehouse or other early stage databases that contain unprocessed data.

15 **Q. WHAT DO YOU MEAN BY "UNPROCESSED DATA"?**

16 **A.** By unprocessed data I mean the data in BellSouth's data warehouse, often called
17 "Barney," and in the "Snapshot" database. These data reflect all of BellSouth's
18 transactions with CLECs. None of the data has been excluded at that stage of the
19 data collection process. In contrast, the data that appear in the "raw data files" in

⁶ In other states, BellSouth has been directly ordered to produce raw data. *See, e.g.,* Order on Motions for Reconsideration and Clarification, *In re: Performance Measures for Telecommunications Interconnection, Unbundling and Resale*, Georgia Public Service Commission, Docket No. 7892-U, May 7, 2001; Order, *In re: Performance Measures for Telecommunications Interconnection, Unbundling and Resale*, Docket No. 7892-U, May 6, 1998. BellSouth has nonetheless refused to provide the raw data underlying its reports.

1 PMAP have already been processed. Certain data has been excluded before the
2 data set reaches PMAP.

3 **Q. ARE THE EXCLUSIONS BELLSOUTH APPLIES BEFORE THE DATA**
4 **REACH PMAP SIGNIFICANT?**

5 **A.** Yes. For example, BellSouth had been excluding partially mechanized orders
6 from its Average Completion Notice measures and from its raw data in PMAP.
7 This was a significant exclusion because more than one-third of AT&T's orders
8 did not flow-through BellSouth's systems. With May data, BellSouth appears to
9 have stopped systematically excluding completion notices for partially
10 mechanized orders. The completion notice reports, however, are still
11 questionable. Twenty percent of AT&T's completed orders in the report do not
12 contain a corresponding completion notice in the raw data file. AT&T has no
13 way of knowing whether this discrepancy exists because of excluded data.

14 **Q. IS FAILURE TO INCLUDE SUCH A SIGNIFICANT NUMBER OF**
15 **ORDERS ACCEPTABLE?**

16 **A.** No. The delivery of a completion notice is an important trigger for CLECs: it
17 tells them when they can begin to bill customers. With the current data, however,
18 this Commission has no way of knowing whether BellSouth is accurately
19 measuring its performance in delivering completion notices.

20 **Q. DOES BELLSOUTH APPLY ANY OTHER EXCLUSIONS TO THE DATA**
21 **BEFORE PROVIDING IT TO CLECS?**

22 **A.** Yes. In order to understand what data is available to verify the accuracy of the
23 reports CLECs have asked BellSouth in other regulatory proceedings what data is
24 included in the PMAP raw data. In its response, BellSouth has stated that it
25 excludes data from both from calculation of its SQM reports and from the raw

1 data. It is difficult to determine exactly what BellSouth excludes because the
2 responses to CLECs' requests for information are inconsistent. In a recent
3 proceeding in North Carolina, a coalition of competing local service providers
4 asked BellSouth what data it excluded from its reported raw data. In response to
5 Interrogatory 57, BellSouth stated that it excludes cancelled orders from the raw
6 data, but in response to Interrogatory 12, BellSouth listed numerous other
7 exclusions from the PMAP raw data files.⁷ (See SEN-15.)

8 **Q. ARE ALL EXCLUSIONS THAT ARE APPLIED TO THE RAW DATA**
9 **BEFORE IT IS POSTED IN THE RAW DATA FILES IN PMAP**
10 **DOCUMENTED?**

11 **A.** No. Some exclusions are listed in the BellSouth SQM manual and in the raw data
12 user manual, but other data may be unintentionally excluded. For example, in the
13 Georgia third-party OSS test, KCI uncovered data that had been excluded due to
14 server capacity constraints. (See SEN-2 at 26 & 28.)

15 **Q. ARE CLECS IMPACTED IF THE EXCLUDED DATA IS NOT**
16 **AVAILABLE?**

17 **A.** Yes. If the excluded data is not reported and evaluated, service performance
18 deficiencies may be hidden from CLECs and the Commission.

19 **Q. HAS AT&T ASKED BELL SOUTH TO PROVIDE THE UNPROCESSED,**
20 **RAW DATA?**

21 **A.** Yes. As early as June 2000, AT&T began requesting raw data for local number
22 portability ("LNP"). (See Letter dated June 23, 2000, from K.C. Timmons to
23 Theresa Harris (SEN-16).) The information is critical because BellSouth does not

⁷ Both of these responses were served in a proceeding in North Carolina. See North Carolina Docket No. P-100, Sub 133k.

1 even produce processed raw data for its LNP reports or for its PMAP
2 ATTLOCAL Miscellaneous Reports and Aggregate Reports. Thus, although
3 BellSouth reported its performance on orders with LNP, it made none of the
4 underlying data available to CLECs. There was no way to measure the accuracy
5 of BellSouth's reports on its LNP performance.

6 **Q. HAS BELLSOUTH PROVIDED THE DATA WITH ITS MOST RECENT**
7 **REPORTS?**

8 **A.** For months, BellSouth had continually refused to provide the underlying data for
9 LNP reports claiming that it was not feasible to provide the information. (*See*
10 *Letter dated August 9, 2000, from Theresa Harris to K.C. Timmons (SEN-17).*)
11 The data had been excluded from BellSouth's reporting and from its PMAP
12 website. Finally, BellSouth provided LNP raw data for the first time on July 2nd
13 and July 5th. This new data has been in our possession for only a few days.
14 Accordingly, we have not had time to verify the accuracy of the data.

15 **Q. DOES BELLSOUTH PROVIDE ANY UNDERLYING DATA (RAW OR**
16 **PROCESSED) FOR ITS BILLING MEASURES?**

17 **A.** No, and BellSouth does not intend to provide that data until the end of 2001.
18 Billing is a critical issue yet AT&T cannot validate BellSouth's PMAP reports on
19 billing because the raw data is unavailable.

20 **Q. HAS ANYONE CONDUCTED AN AUDIT OF BELLSOUTH'S CURRENT**
21 **SELF-REPORTED PERFORMANCE DATA?**

22 **A.** No. As part of the Georgia third-party test, the Georgia Commission has ordered
23 KPMG Consulting, Inc. ("KCI") to conduct an audit of three recent months of
24 BellSouth's performance measures data. KCI has stated that it will audit three
25 months of data per measure. Accordingly, the three months of data collection

1 cannot begin until BellSouth adequately reports data for the relevant measure.

2 KCI is only beginning that audit, and has not yet produced any reports or findings.

3 **Q. DID KCI DO ANY REVIEW OF BELL SOUTH'S PERFORMANCE**
4 **MEASURES REPORTING IN GEORGIA?**

5 **A.** Yes, a portion of the Georgia third-party test was an investigation of BellSouth's
6 performance measures.

7 **Q. HAS KCI'S EVALUATION OF BELL SOUTH'S PERFORMANCE**
8 **MEASURES REVEALED THE SAME CONCERNS YOU HAVE**
9 **IDENTIFIED HERE TODAY?**

10 **A.** Yes. For example, KCI has left Exceptions 79 and 89 open. These exceptions
11 focused on mechanisms for determining the accuracy of BellSouth's reported data
12 and whether it matches early stage data. Exception 79 relates to data retention
13 policies that would require BellSouth to retain sufficient data to allow thorough
14 audits to uncover discrepancies between BellSouth's early stage data and the data
15 BellSouth reports on PMAP. Exception 89 relates to the actual discrepancies
16 between the early stage data and the data in PMAP that KCI discovered.

17 **Q. WHEN WILL EXCEPTIONS 79 AND 89 BE CLOSED?**

18 **A.** Exception 79 will not be closed until BellSouth creates and implements data
19 retention policies. KCI does not expect that to happen before the third quarter of
20 2001. Once those policies are implemented, KCI will be able to conduct the
21 analysis necessary to determine whether the data BellSouth reports are consistent
22 with the early stage data. Only after completion of that analysis could Exception
23 89 be closed. (See Transcript of Hearing Before Georgia Public Service
24 Commission, Docket No. 8354-U, dated May 8, 2001 at 162:15-163:6 (SEN-18).)

1 This analysis of BellSouth's data is a critical step in determining whether
2 BellSouth's data is reliable.

3 **Q. DO ANY OTHER OF KCI'S EXCEPTIONS FOCUS ON THE ADEQUACY**
4 **OF BELLSOUTH'S DATA?**

5 **A.** Yes. Exception 137 raises concerns regarding KCI's inability to reconcile data it
6 generated about BellSouth's performance with BellSouth's own data reflecting
7 the same BellSouth performance for KCI.

8 **Q. HAS KCI'S TESTING IN FLORIDA ALSO UNCOVERED PROBLEMS**
9 **RELATING TO THE RELIABILITY OF BELLSOUTH'S**
10 **PERFORMANCE MEASURES REPORTING?**

11 **A.** Yes. KCI has been unable to replicate a number of BellSouth's reports using the
12 raw data BellSouth makes available. Currently, nine exceptions relating to the
13 calculation of performance measures are open. Many relate to the integrity of the
14 reports or the underlying data. For example, six of the exceptions were opened
15 because KCI cannot replicate BellSouth's performance reports, one because of
16 issues regarding BellSouth's calculation methodology for FOCs and rejection
17 metrics, one due to unclear business rules, and one lack of adherence to the
18 change control process for performance metrics.

19 **Q. WERE ANY OTHER PERFORMANCE MEASURES DEFICIENCIES**
20 **IDENTIFIED?**

21 **A.** Yes. KCI discovered that no CLEC pre-ordering performance results for LENS
22 were reported for January or February 2001. In response to this discovery, KCI
23 opened Observation 72. According to KCI, this problem occurred when
24 BellSouth switched in December 2000 from using an older LENS version to a

1 new one.⁸ Consequently, the PMAP team's queries to the old system returned no
2 results and no CLEC data was reported for three months.

3 **Q. IS THE FLORIDA THIRD PARTY METRICS EVALUATION STILL**
4 **UNDERWAY?**

5 A. Yes. KCI's most recent project plan for the Florida Third Party Test reported the
6 following status for the five metrics tests:

7

Performance Measures Test	Per Cent Complete
PMR-1 Data Collection and Storage	89%
PMR-2 Definitions and Standards Review	39%
PMR-3 Metrics Change Management Review	74%
PMR-4 Data Integrity Review	14%
PMR-5 Metric Calculation Verification and Validation Review	
1 st Round	90%
2 nd Round	10%
3 rd Round	0%

8

9 **Q. SHOULD THE SOUTH CAROLINA COMMISSION RELY ON**
10 **BELLSOUTH'S SELF-REPORTED DATA TO ANALYZE BELLSOUTH'S**
11 **COMPLIANCE WITH § 271?**

12 A. No. This Commission should not rely upon any of BellSouth's self-reported data
13 for purposes of analyzing whether BellSouth provides nondiscriminatory access
14 to its network. Missing data and inconsistencies between reports call into

⁸ BellSouth failed to notify its PMAP team, the group responsible for extracting data for the PMAP reports of the LENS system change.

1 question the performance reports BellSouth submits. Moreover, the data have not
2 yet been subjected to the scrutiny of an independent third-party audit. The data
3 are simply not reliable, accurate, or complete. BellSouth is unable to provide this
4 Commission any assurance of the accuracy of its data. Accordingly, any attempt
5 by BellSouth to rely on self-generated performance reports to convince the South
6 Carolina Commission that BellSouth deserves Section 271 authority should be
7 rejected until BellSouth can establish that the underlying data are reliable.

8 **Q. DOES THIS CONCLUDE YOUR TESTIMONY?**

9 **A.** Yes.

10

Exhibit SEN-1
Graphic Representation of BellSouth's Data Collection Process

Figure VIII-1.1: BellSouth PMAP Data Collection

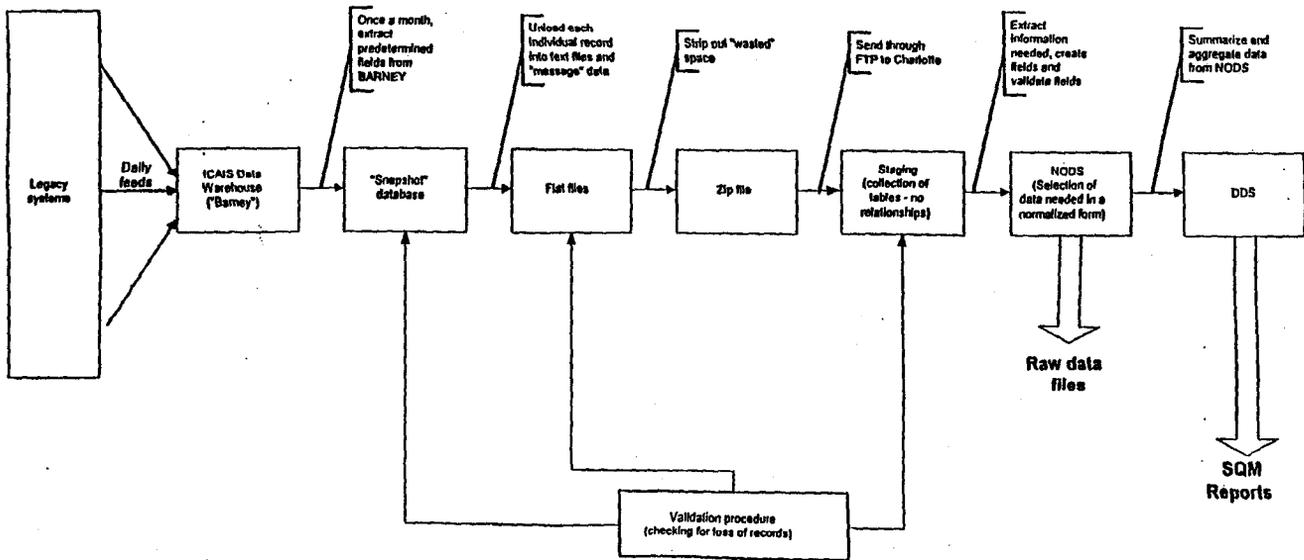


Exhibit SEN-2
Excerpts from Deposition of Lawrence Freundlich,
Dated May 3, 2001

1 that is?

2 A. I'm not certain.

3 Q. I can see where the Legacy systems are on this
4 picture on Roman VIII A-3. I can see where BARNEY is.
5 There is the snapshot database. Okay.

6 Can CLECs get back into the snapshot database?

7 A. I'm not aware of the answer to that question.

8 Q. Do you know if the CLECs can get into the data
9 warehouse or BARNEY?

10 A. I know of no data sets other than the raw data
11 files that a CLEC has without specifically asking
12 BellSouth.

13 Q. So on this picture when you talk about raw data
14 files, tell me what you're talking about because I don't
15 want to make an assumption here.

16 A. Those are process data that are used to validate
17 the values in the SQM reports.

18 Q. How are they processed?

19 A. Could you clarify that question, please?

20 Q. You said they were process data. What does that
21 word mean to you?

22 A. They went through a variety of BellSouth systems
23 from the early stage to that point.

24 Q. Are those the systems in which the exclusions are
25 applied?

1 A. Some exclusions are applied in those systems.

2 Q. Where are the rest of the exclusions applied?

3 A. Going from the raw data to the SQM reports.

4 Q. So where on this picture is the raw data? I see an
5 arrow near the right-hand side that points to raw data
6 files. Is that what you are talking about, or are you
7 also talking about some of these boxes above that?

8 A. When I'm referring to raw data, I mean both where
9 it explicitly says raw data files as well as NADZ in the
10 box right above it.

11 Q. How about the staging, the collection of tables
12 with no relationships?

13 A. I don't consider that to be raw data per se.

14 Q. Do you know if CLECs have access to that?

15 A. I don't know.

16 Q. If I understand you correctly, you said that the
17 exclusions are listed in the SQM manual and the raw data
18 user's manual; am I right on that?

19 A. I believe I said that there are exclusions listed
20 in the SQM manual and in the raw data user manual.

21 Q. But you don't think those are all of the
22 exclusions?

23 A. There may be additional exclusions.

24 Q. Do you know that there are additional exclusions?

25 A. I believe we have come across exclusions during our

1 data integrity tests that were not documented in either
2 manual, either the SQM manual or the raw data user manual.

3 Q. After those tests did you require BellSouth to make
4 changes to list that manual -- or those other exclusions
5 in those documents?

6 A. No.

7 Q. You did not?

8 A. No.

9 Q. What was the basis for your decision not to make
10 them do that?

11 A. First, I don't believe that it was part of our
12 scope to make sure that every exclusion was documented in
13 either of those manuals and, secondly, it was not part of
14 our scope to tell BellSouth to change manuals.

15 Q. So what was the purpose of the test to compare the
16 source data to what was available and see if the
17 exclusions covered what was in between? We talked about a
18 test. I have to go back and find it again now in PMR 4
19 where that's what you said you were doing. I may have
20 messed the words up.

21 MR. FRAZIER: I'm not sure he said it quite
22 that way again, counsel.

23 MS. AZORSKY: We would have him repeat it and
24 go through all that, but...

25 A. One of the aspects of PMR 4 is to see whether the

1 process data are complete in comparison to the early stage
2 data. Certainly in some cases we found they weren't
3 complete and BellSouth agreed that they were not complete
4 and made changes in their systems.

5 Q. In their systems or in this documentation?

6 MR. FRAZIER: Or both.

7 Q. In their systems or in their documentation?

8 A. Certainly in their systems. I don't recall per se
9 whether they updated their documentation based upon our
10 data integrity tests.

11 Q. When you found exclusions that you didn't see
12 listed, when you found data that was excluded that was not
13 listed in the SQM manual or the raw data user's manual,
14 did BellSouth change its systems to address that?

15 A. In some cases, yes.

16 Q. What changes did they make?

17 A. As an example, there was one case where data were
18 excluded because of capacity, the capacity constraints,
19 and the amount of room on the server was increased so that
20 the entire data set could be stored. Another example
21 would be outages in the OSS interface availability,
22 metrics for both, maintenance and repair and preordering
23 that were not being included in the metric calculation.

24 Q. Going forward, is there going to be something in
25 place that will be a check on the data integrity?

Exhibit SEN-3
Letter from K.C. Timmons to Sandra Jones
Dated February 12, 2001



KC Timmons
Manager Supplier Performance Measurements
Local Services – Southern Region

Room 12227
Promenade I
1200 Peachtree St. NE
Atlanta, GA 30309
404 810-3914

February 12, 2001

Sandra Jones
BellSouth Interconnection Services
1960 West Exchange Place, Suite 200
Tucker, Georgia 30084

Dear Sandra:

The purpose of this letter is to determine why BellSouth's Performance Measurement and Analysis Platform (PMAP) system is missing December Local Number Portability (LNP) orders for Operating Company Number (OCN) 7125.

The LNP reports in the Miscellaneous Section of BellSouth's PMAP web site reported no LNP orders sent by OCN 7125 during December 2000. Additionally, the LNP Flow Through 122000 report contains no OCN 7125 data. On January 16, 2001 I asked Phil Porter if a LNP Flow Through key existed for OCN 7125. On January 17 I received an e-mail from Phil indicating that BellSouth database SME's did not find any December LNP orders for OCN 7125. Included with this letter I have attached a partial list of LNP Local Service Requests (LSR's) sent to BellSouth during December for OCN 7125. Analysis of many of these PON's in AT&T's systems revealed that the PON's were sent to BellSouth electronically, receiving acknowledgements, FOC's, and clarifications from BellSouth. Why are these LSR's not included in any of the December LNP performance reports or the LNP Flow Through report in PMAP? After further investigation by BellSouth database SME's, why did BellSouth still not find any LNP orders for OCN 7125? Can BellSouth provide AT&T with updated reports that include all OCN 7125 LNP LSR's sent during December?

With well over 450 LSR's missing from BellSouth-generated December performance data, serious questions arise about the data integrity of the PMAP system. Without complete data to support the BellSouth provided reports in PMAP, true analysis of how BellSouth performs as a supplier to AT&T is severely limited, thereby restricting AT&T's ability to compete in the local market.

The timely solution of this PMAP data integrity issue is of high priority for AT&T. Please provide a response to this request no later than close of business Monday, February 26, 2001. Please let me know if you have any questions or concerns. I can be reached at 404-810-3914.

Sincerely,

A handwritten signature in black ink, appearing to read "KC Timmons", with a horizontal line extending to the right.

KC Timmons

Cc: Denise Berger
Phil Porter

Attachment

Attachment
December 7126 LNP PONs

PON	VER
MIAB0001319	2
MIAB0001411	1
MIAB0001414	2
MIAB0001415	1
MIAB0001419	1
MIAY0004198	1
MIAY0004312	1
MIAY0004644	2
MIAY0004764	1
MIAY0005190	1
MIAY0005191	1
MIAY0005192	1
MIAY0005193	1
MIAY0005197	1
MIAY0005199	1
MIAY0005201	1
MIAY0005203	1
MIAY0005210	1
MIAY0005212	1
MIAY0005270	1
MIAY0005271	1
MIAY0005272	1
MIAY0005273	1
MIAY0005274	1
MIAY0005275	1
MIAY0005276	1
MIAY0005277	1
MIAY0005278	1
MIAY0005283	1
MIAY0005284	1
MIAY0005287	1
MIAY0005290	1
MIAY0005293	1
MIAY0005294	1
MIAY0005297	1
MIAY0005299	1
MIAY0005300	1
MIAY0005302	1
MIAY0005304	1
MIAY0005305	1
MIAY0005307	1
MIAY0005308	1
MIAY0005315	1
MIAY0005317	1
MIAY0005318	1
MIAY0005320	1
MIAY0005321	1
MIAY0005326	1

PON	VER
MIAY0100072	1
MIAY0100073	1
MIAY0100075	1
MIAY0100076	1
MIAY0100077	1
MIAY0100081	1
MIAY0100083	1
MIAY0005286	2
MIAB0100050	1
MIAB0100051	1
MIAB0100054	1
MIAB0100055	1
MIAB0100056	1
MIAB0100057	1
MIAB0100059	1
MIAB0100060	1
MIAB0100061	1
MIAB0100066	1
MIAB0100069	1
MIAB0100070	1
MIAB0100072	1
MIAB0100073	1
MIAB0100074	1
MIAB0100075	1
MIAB0100076	1
MIAB0001460	1
MIAB0100062	1
MIAB0100063	1
MIAB0100065	1
MIAY0005482	3
MIAY0100091	1
MIAY0100093	1
MIAY0100095	1
MIAY0100096	1
MIAY0100098	1
MIAY0100099	1
MIAY0100118	1
MIAY0100119	1
MIAB0001472	1
MIAB0001485	2
MIAB0100024	2
MIAB0100067	2
MIAB0100068	1
MIAB0100077	1
MIAY0003558	3
MIAY0004777	3
MIAY0004947	2
MIAY0005316	2

Attachment
December 7125 LNP PONs

PON	VER
MIAY0005335	1
MIAY0005337	1
MIAY0004983	1
MIAY0005327	1
MIAY0005331	1
MIAY0005336	1
MIAY0005349	1
MIAY0005351	1
MIAY0005352	1
MIAY0005354	1
MIAY0005356	1
MIAY0005359	1
MIAY0005361	1
MIAY0005362	1
MIAY0005364	1
MIAY0005366	1
MIAY0005370	1
MIAY0005371	1
MIAY0005373	1
MIAY0005375	1
MIAY0005376	1
MIAY0005379	1
MIAY0005380	1
MIAY0005382	1
MIAY0005383	1
MIAY0005385	1
MIAY0005388	1
MIAY0005389	1
MIAY0005390	1
MIAY0005392	1
MIAY0005393	1
MIAY0005394	1
MIAY0005398	1
MIAY0005399	1
MIAY0005400	1
MIAY0005403	1
MIAY0005404	1
MIAY0005405	1
MIAY0005407	1
MIAY0005410	1
MIAY0005415	1
MIAB0001228	2
MIAB0001322	2
MIAY0003356	2
MIAY0004954	2
MIAY0004958	2
MIAY0005477	1
MIAY0005478	1

PON	VER
MIAY0100014	1
MIAY0100054	2
MIAY0100139	1
MIAY0100142	1
MIAY0100154	1
MIAB0100043	3
MIAY0003424	1
MIAY0005484	2
MIAY0100079	2
MIAY0100173	1
MIAY0100176	1
MIAY0100194	1
MIAY0100195	1
MIAY0100200	1
MIAY0100201	1
MIAY0100213	1
MIAY0100246	1
MIAY0100251	1
MIAY0100263	1
MIAY0100255	1
MIAY0100265	1
MIAY0100267	1
MIAY0100268	1
MIAY0100269	1
MIAB0100080	1
MIAB0100081	1
MIAB0100091	1
MIAB0100096	1
MIAB0100107	1
MIAB0100108	1
MIAB0100109	1
MIAB0100110	1
MIAB0100112	1
MIAB0100113	1
MIAY0100260	1
MIAY0100272	1
MIAY0100276	1
MIAY0100283	1
MIAY0100284	1
MIAY0100285	1
MIAY0100315	1
MIAY0100319	1
MIAY0100320	1
MIAB0001438	2
MIAB0100086	1
MIAB0100088	1
MIAB0100160	1
MIAB0100165	1

Attachment
December 7125 LNP PONs

PON	VER
MIAY0005479	1
MIAY0005480	1
MIAY0005493	1
MIAY0005496	1
MIAY0005498	1
MIAY0005505	1
MIAY0005508	1
MIAY0005517	1
MIAB0001155	2
MIAB0001451	1
MIAY0005110	2
MIAY0005280	2
MIAY0005313	2
MIAY0005501	1
MIAY0005504	1
MIAY0005515	1
MIAB0001465	1
MIAB0001466	1
MIAB0001467	1
MIAB0100002	1
MIAB0100003	1
MIAB0100005	1
MIAY0004943	1
MIAY0005386	1
MIAY0005485	1
MIAY0005514	1
MIAY0005531	1
MIAY0004669	2
MIAY0004863	3
MIAY0004955	2
MIAY0005417	2
MIAY0005418	2
MIAB0001470	1
MIAB0001471	1
MIAB0001473	1
MIAB0001474	1
MIAB0001476	1
MIAB0001477	1
MIAB0001478	1
MIAB0001479	1
MIAB0001480	1
MIAB0001481	1
MIAB0100006	1
MIAB0100007	1
MIAB0100008	1
MIAB0100009	1
MIAB0100011	1
MIAB0100012	1

PON	VER
MIAY0005329	1
MIAY0005487	3
MIAY0100274	1
MIAY0100330	1
MIAY0100331	1
MIAY0100333	1
MIAY0100338	1
MIAY0100339	1
MIAY0100350	1
MIAB0100079	1
MIAB0100094	1
MIAB0100111	1
MIAY0004453	4
MIAY0005332	3
MIAY0005416	4
MIAY0100279	2
MIAY0100304	2
MIAY0100371	1
MIAY0100372	1
MIAY0100373	1
MIAY0100375	1
MIAY0100378	1
MIAB0100082	1
MIAB0100085	1
MIAB0100092	1
MIAB0100093	1
MIAB0100098	1
MIAB0100099	1
MIAB0100101	1
MIAB0100105	1
MIAB0100170	1
MIAB0100175	1
MIAY0005143	2
MIAY0100035	2
MIAY0100136	2
MIAY0100137	2
MIAY0100394	1
MIAY0100400	1
MIAY0100404	1
MIAY0100406	1
MIAY0100409	1
MIAY0100412	1
MIAY0100417	1
MIAY0100420	1
MIAY0100421	1
ORLB0000155	1
ORLB0000157	1
ORLB0000158	1

Attachment
December 7125 LNP PONs

PON	VER
MIAB0100013	1
MIAB0100014	1
MIAB0100105	1
MIAB0100016	1
MIAB0100018	1
MIAB0100019	1
MIAY0004956	3
MIAY0005311	1
MIAY0005314	2
MIAY0005570	1
MIAY0005572	1
MIAB0001484	1
MIAB0001486	1
MIAB0001487	1
MIAB0001488	1
MIAB0100022	1
MIAB0100023	1
MIAY0005323	3
MIAY0005513	2
MIAY0100012	1
MIAY0100013	1
MIAY0100015	1
MIAY0100016	1
MIAY0100023	1
MIAY0100025	1
MIAY0100026	1
MIAY0100027	1
MIAY0100032	1
MIAY0100034	3
MIAY0100046	1
MIAB0001424	1
MIAB0001463	3
MIAB0001483	2
MIAB0001496	1
MIAB0001498	1
MIAB0100026	1
MIAB0100028	1
MIAB0100029	1
MIAB0100030	1
MIAB0100031	1
MIAB0100032	1
MIAB0100033	1
MIAB0100034	1
MIAB0100036	1
MIAB0100038	1
MIAB0100039	1
MIAB0100040	1
MIAB0100041	1

PON	VER
ORLB0100003	1
ORLB0100007	1
ORLB0100008	1
ORLB0100009	1
ORLB0100010	1
ORLB0100011	1
ORLB0100013	1
ORLB0100014	1
ORLB0100017	1
ORLB0100018	1
ORLB0100019	1
ORLB0100021	1
ORLB0100022	1
ORLB0100023	2
ORLB0100024	1
ORLB0100025	1
ORLB0100026	1
ORLB0100028	1
ORLB0100029	1
ORLB0100031	1
ORLB0100032	1
ORLB0100033	1
ORLB0100034	1
ORLB0100036	1
ORLB0100038	1
ORLY0000346	2
ORLY0000433	2
ORLY0000434	2
ORLY0000444	2
ORLY0000453	2
ORLY0000461	1
ORLY0000464	4
ORLY0000489	4
ORLY0000503	1
ORLY0000515	2
ORLY0000531	2
ORLY0000550	1
ORLY0000551	2
ORLY0100002	1
ORLY0100003	1
ORLY0100005	1
ORLY0100006	1
ORLY0100007	2
ORLY0100008	1
ORLY0100009	1
ORLY0100010	1
ORLY0100011	1
ORLY0100012	1

Attachment
December 7125 LNP PONs

PON	VER
MIAB0100042	1
MIAB0100044	1
MIAB0100045	1
MIAB0100046	1
MIAB0100048	1
MIAB0001455	2
MIAB0001489	1
MIAB0001490	1
MIAB0001491	1
MIAB0100021	2
MIAB0100025	1
MIAY0004776	2
MIAY0005112	1
MIAY0005372	2
MIAY0005499	1
MIAY0005503	3
MIAY0005506	2
MIAY0005534	2
MIAY0100019	2
MIAY0100021	2
MIYA0100022	2
MIAY0100049	2
MIAY0100050	2
MIAY0100051	1
MIAY0100052	1
MIAY0100053	1
MIAY0100057	1
MIAY0100058	1
MIAY0100060	1
MIAY0100062	1
MIAY0100063	1
MIAB0001421	5
MIAB0001426	1
MIAB0001494	2
MIAB0001495	2
MIAB0001497	2
MIAB0100049	1
MIAY0004666	3
MIAY0100065	1
MIAY0100066	1
MIAY0100067	1
MIAY0100068	1
MIAY0100070	1

PON	VER
ORLY0100013	1
ORLY0100014	1
ORLY0100017	1
ORLY0100019	1
ORLY0100021	1
ORLY0100022	1
ORLY0100023	1
ORLY0100025	1
ORLY0100027	1
ORLY0100028	1
ORLY0100029	2
ORLY0100030	1
ORLY0100032	1
ORLY0100034	1
ORLY0100035	1
ORLY0100036	1
ORLY0100038	1
ORLY0100044	1
ORLY0100045	1
ORLY0100046	1
ORLY0100047	1
ORLY0100048	1
ORLY0100049	1
ORLY0100052	1
ORLY0100056	1
ORLY0100057	1
ORLY0100061	1
ORLY0100064	1
ORLY0100065	1
ORLY0100071	1
ORLY0100072	1
ORLY0100078	1
ORLY0100084	1
ORLY0100085	1
ORLY0100095	1
ORLY0100097	1
ORLY0100101	1
ORLY0100102	1
ORLY0100103	1
ORLY0100106	1
ORLY0100112	1
ORLY0100113	1

Exhibit SEN-4
Letter from Joy Jamerson to K.C. Timmons
Dated March 27, 2001



BellSouth Interconnection Services
Suite 200
1960 West Exchange Place
Tucker, GA 30084

AT&T Regional Account Team

770 492-7550
Fax 770 492-9412

March 27, 2001

Mr. K.C. Timmons
AT&T
1200 Peachtree St. NE
Room 12227 Promenade I
Atlanta, Ga. 30309

Dear K.C.:

This is in response to your February 12, 2001 letter requesting an explanation as to why BellSouth's Performance Measurement and Analysis Platform (PMAP) system is missing data regarding December Local Number Portability (LNP) orders for Operating Company Number (OCN) 7125.

AT&T reports that the LNP reports in the Miscellaneous Section of BellSouth's PMAP Web site reported no LNP orders sent by OCN 7125 during December 2000 and the LNP Flow Through December report contains no OCN 7125 data. AT&T provided to BellSouth a list of LNP Local Service Requests (LSR) sent to BellSouth during December for OCN 7125. These were sent to BellSouth electronically. AT&T received acknowledgements, Firm Order Confirmations (FOC), and clarifications from BellSouth.

BellSouth referred this issue to its Performance Measurement development team. The team found a programming error in our Gateway to PMAP data transfer process that resulted in the system omitting some LSRs. A correction was made to our measurement program in January 2001. Unfortunately, BellSouth is unable to provide corrected December reports due to the loss of the data. We regret any inconvenience this has caused and will make every effort to ensure this does not happen in the future.

If you have additional questions, please contact me at 770-492-7554.

Sincerely,

A handwritten signature in cursive script that reads "Jay Jamerson".

Jay Jamerson
AT&T Account Team

cc: Denise Berger

Exhibit SEN-5
E-Mail from Edward Gibbs to Ranae Stewart
and Cheryl Richardson
Dated April 3, 2001

Norris, Sharon - LGA

Subject: FW: GA 1000 November Data Reconciliation/Data Integrity

Importance: High



GA_BellSouth_Data
Reconciliation...



GA_NOV_LSRs.xls



GA_NOV_Confirms.xls



GA_NOV_Rejects.xls



GA_NOV_Completions.
xls

> -----Original Message-----

> From: Gibbs, Edward L, NCAM
> Sent: Tuesday, April 03, 2001 4:48 PM
> To: 'ranae.stewart@bridge.bellsouth.com';
> 'cheryl.richardson@bridge.bellsouth.com'
> Cc: Perry, Joyce M, NCAM; Cain, Donna, NCAM; Berger, Denise C, NCAM
> Subject: GA 1000 November Data Reconciliation/Data Integrity
> Importance: High

> Ranae,

> Cheryl,

> While awaiting your analysis of our Metrics Reports for the GA1000 Phase
> III performance which we provided to you after our February 23, 2001
> meeting, we took the opportunity to review your official November 2000
> PMAP reports. We found some interesting points for discussion with you.

> As such, we would like to add to the Metric reconciliation, a discussion
> about the numerous discrepancies we found with your reported data. Listed
> immediately below are the tables with the variances. The analyses is
> based on orders which were acknowledged by BLS and are categorized by
> LSRs, FOCS, SEMS and CMPs. These are followed by spreadsheets with the
> associated PON data as referenced below each chart.

> If you have questions about our reports, please call me at 212-387-5859 or
> Joyce Perry at 212-387-4452. It is our intent to discuss the findings
> from our discussion with the Commission. By the way, when we visited the
> Commission last October, we made a commitment to review Phase III findings
> in January. We are well passed that date. We would like to visit
> Commissioner Burgess within the next two weeks.

> Thanks,

> Edward

> LSR Comparison

> 2015 LSRs in BellSouth Raw Data Files

> 8 PON/Versions in BellSouth Raw Data files not found in AT&T captured data

> PON VER CREATE_TS

> GA000000000006707

*Only because VER missing in

> BellSouth data

> UAT8850.9.2-BJT 01 18-Nov-00

> UAT.8850.9-4-BJT 01 18-Nov-00

> PVT8850.9.9 01 18-Nov-00

> *VT8850.9.8BJ 01 18-Nov-00

> VT8850.9.8 01 18-Nov-00

> *VT8850.9.2-BJT 01 18-Nov-00

> PVT.8850.9.8BJT 01 18-Nov-00

```

>
> CREATE_TS= creation date embedded in the EDI notifier returned to us by
> BLS
>
>
>
>
>
> 2584 LSRs in AT&T Captured Data
>
> 577 PON/Versions in AT&T captured data and not in BellSouth Raw Data files
>
> See file "GA_NOV_LSRs.xls" for list of PON/Versions
>
>
>
> Confirmation Comparison
> 1596 confirmations reported in BellSouth raw data files
> 1582 matches to AT&T captured data
>
>
> 14 Confirmations found in BellSouth Raw Data files but not in the AT&T
> captured data
>
> PON VER   Create_ts   Comments
> GA00000000006655    03    03-Nov-00   Reject and Completion
> received
> GA00000000006707                                Missing Ver
> GA00000000007413    01    08-Nov-00   Reject and Completion
> received
> GA00000000007414    01    08-Nov-00   Reject and Completion
> received
> GA00000000007415    01    08-Nov-00   Reject and Completion
> received
> GA00000000007416    01    08-Nov-00   Reject and Completion
> received
> GA00000000007418    01    08-Nov-00   Reject and Completion
> received
> GA00000000006650    03    03-Nov-00   Reject and Completion
> received
> GA00000000007419    01    08-Nov-00   Reject and Completion
> received
> PVT.8850.9.8BJT 01    18-Nov-00
> GA00000000007407    01    08-Nov-00   Reject and Completion
> received
> PVT8850.9.9      01    18-Nov-00
> PVT8850.9.2-BJT 01    18-Nov-00
> UAT.8850.9-4-BJT  01    18-Nov-00
>
>
>
>
> 778 Confirmations found in AT&T captured data but not in the BellSouth Raw
> Data files
>
> See file "GA_NOV_Confirms.xls" for list of PON/Versions
>
>
>
>
>
>
>
>
> 281 Duplicate Confirmations in AT&T Captured Data

```

```

>
> See file "GA_NOV_Confirms.xls" for list of PON/Versions
> Reject Comparison
> 313 Rejected orders reported in BellSouth raw data files
> 429 Reject notices in AT&T captured data
>
> 6 Rejects found in BellSouth Raw Data files but not in the AT&T captured
> data
>
> PON VER   Create_ts   Comments
> PVT8850.9.8BJ 01    11/18/2000 2:35:02 PM
> PVT8850.9.8    01    11/18/2000 2:30:12 PM
> UAT8850.9.2-BJT 01    11/18/2000 1:37:46 PM
> GA00000000008142    01    11/21/2000 2:58:07 PM  AT&T has Reject for
> Ver '02'
> GA00000000008144    01    11/21/2000 2:58:05 PM  AT&T has Reject for
> Ver '02'
> GA00000000008143    01    11/21/2000 2:57:19 PM  AT&T has Reject for
> Ver '02'
>
>
>
> 79 Rejects found in AT&T captured data but not in the BellSouth Raw Data
> files
>
> See file "GA_NOV_Rejects.xls" for list of PON/Versions
>
>
>
> 39 Duplicate Rejects in AT&T captured data
>
>
> Total Number   PON   VER
> 3   GA000000000006016 02
> 2   GA000000000006214 02
> 2   GA000000000006215 02
> 2   GA000000000006245 02
> 2   GA000000000006650 03
> 2   GA000000000007154 01
> 2   GA000000000007156 01
> 2   GA000000000007157 01
> 2   GA000000000007158 01
> 2   GA000000000007170 01
> 3   GA000000000007707 01
> 3   GA000000000007714 01
> 3   GA000000000007716 01
> 2   GA000000000007767 01
> 2   GA000000000007770 01
> 2   GA000000000007784 01
> 2   GA000000000007785 01
> 3   GA000000000007786 01
> 4   GA000000000007787 01
> Total Number   PON   VER
> 3   GA000000000007795 01
> 2   GA000000000008174 01
> 2   GA000000000008434 01
> 2   GA000000000008544 02
> 2   GA000000000008643 01
> 2   GA000000000008716 01
> 2   GA000000000008821 01
> 2   GA000000000008824 01
> 2   GA000000000008852 01
> 2   GA000000000008874 01
> 2   GA000000000008881 01
> 2   GA000000000008890 01
>

```

```

> Completion Notice Comparison
>
> BellSouth Raw Data files
>
> 803 Completion Notices sent that match criteria in Raw Data User's Manual
> (RDUM)
>
> At least 4 duplicate PONs in BellSouth Completion Notice raw data - with
> different commitment dates, service order numbers, and completion dates
>
> GA00000000007066
> GA00000000007464
> GA00000000007494
> GA00000000007514
>
>
> AT&T Captured Data
>
> 1608 Completion Notices received
>
> 828 matches with BellSouth PONs
>
> 780 Completions Notices captured by AT&T not reported in BellSouth raw
> data files - see file "GA_NOV_Completions.xls" for list of PON/Versions
>
>
>
> BellSouth Raw Data files contain Completion Notices for 26 PONs that AT&T
> has not captured
>
>
> PON SO_NBR      CMTT_DATE      CMLPTN_DT      Comments
> COHGJ250       11/24/2000     11/13/2000
> COJF9057       11/24/2000     11/22/2000
> COY9R301       11/29/2000     11/29/2000
> 8850KMCATT     NOF539H1       11/3/2000      11/3/2000
> CORRECTION     COQM1042       11/22/2000     11/21/2000
> CORRECTION     COLM7307       11/21/2000     11/18/2000
> CORRECTION     COYR8324       11/22/2000     11/21/2000
> CORRECTION     COXFJ167       11/20/2000     11/20/2000
> CORRECTION     CPH8868        12/4/2000      11/21/2000
> CORRECTION     COH19384       11/22/2000     11/21/2000
> FEATURE8850KMC NOB07935       11/3/2000      11/3/2000
>
> GA 00000000006289     NO8T78B7       11/3/2000      11/3/2000
> Format problem
> PON SO_NBR      CMTT_DATE      CMLPTN_DT      Comments
> GA00000000006261     NO3NXMK8       11/1/2000      11/1/2000
> GA004 issue
> GA00000000006288     NO65HFR2       11/14/2000     11/14/2000
> Reject received
> GA00000000006291     NO2CH9Q1       11/14/2000     11/14/2000
> Reject received
> GA00000000006293     NOFXVWD5       11/14/2000     11/14/2000
> Reject received
> GA00000000006672     NOBG6873       11/17/2000     11/17/2000
> Reject received
> GA00000000007183     NO3H0WX9       11/17/2000     11/18/2000
> Confirm received
> GA00000000007412     NO9J5LK3       11/18/2000     11/18/2000
> Confirm received
> GA00000000007417     NO5KMVR1       11/18/2000     11/18/2000
> Confirm received
> GA00000000007811     COJXT614       11/18/2000     11/18/2000
> Confirm received
> GA00000000007816     COVGP158       11/18/2000     11/18/2000

```

> Confirm received
> GA00000000007817 COHMH107 11/18/2000 11/18/2000
> Confirm received
> GA00000000007838 COC711K5 11/23/2000 11/27/2000
> Confirm and reject received
> GA0000800007678 COW7M091 11/17/2000 11/17/2000
> Format problem
> GA0000000008393 COYWJ480 11/29/2000 11/29/2000
> format problem
>
>
> These Excel files contain the data to support the numbers in the summary.
> Please contact us with any questions or comments.
>
> <<GA BellSouth Data Reconciliation - November.doc>> <<GA_NOV_LSRs.xls>>
> <<GA_NOV_Confirms.xls>> <<GA_NOV_Rejects.xls>>
> <<GA_NOV_Completions.xls>>
>
>

Georgia BellSouth Data Reconciliation – November 2000

NY Ops Center

April 3, 2001

LSR Comparison

2015 LSRs in BellSouth Raw Data Files

8 PON/Versions in BellSouth Raw Data files not found in AT&T captured data

PON	VER	CREATE_TS
GA00000000006707		
UAT8850.9.2-BJT	01	18-Nov-00
UAT.8850.9.4-BJT	01	18-Nov-00
PVT8850.9.9	01	18-Nov-00
PVT8850.9.8BJ	01	18-Nov-00
PVT8850.9.8	01	18-Nov-00
PVT8850.9.2-BJT	01	18-Nov-00
PVT.8850.9.8BJT	01	18-Nov-00

*Only because VER missing in BellSouth data

2584 LSRs in AT&T Captured Data

577 PON/Versions in AT&T captured data and not in BellSouth Raw Data files

See file "GA_NOV_LSRs.xls" for list of PON/Versions

Confirmation Comparison

1596 confirmations reported in BellSouth raw data files

1582 matches to AT&T captured data

14 Confirmations found in BellSouth Raw Data files but not in the AT&T captured data

PON	VER	Create ts	Comments
GA00000000006655	03	03-Nov-00	Reject and Completion received
GA00000000006707			Missing Ver
GA00000000007413	01	08-Nov-00	Reject and Completion received
GA00000000007414	01	08-Nov-00	Reject and Completion received
GA00000000007415	01	08-Nov-00	Reject and Completion received
GA00000000007416	01	08-Nov-00	Reject and Completion received
GA00000000007418	01	08-Nov-00	Reject and Completion received
GA00000000006650	03	03-Nov-00	Reject and Completion received
GA00000000007419	01	08-Nov-00	Reject and Completion received
PVT.8850.9.8BJT	01	18-Nov-00	
GA00000000007407	01	08-Nov-00	Reject and Completion received
PVT8850.9.9	01	18-Nov-00	
PVT8850.9.2-BJT	01	18-Nov-00	
UAT.8850.9-4-BJT	01	18-Nov-00	

778 Confirmations found in AT&T captured data but not in the BellSouth Raw Data files

See file "GA_NOV_Confirms.xls" for list of PON/Versions

281 Duplicate Confirmations in AT&T Captured Data

See file "GA_NOV_Confirms.xls" for list of PON/Versions

Reject Comparison

313 Rejected orders reported in BellSouth raw data files

429 Reject notices in AT&T captured data

6 Rejects found in BellSouth Raw Data files but not in the AT&T captured data

PON	VER	Create ts	Comments
PVT8850.9.8BJ	01	11/18/2000 2:35:02 PM	
PVT8850.9.8	01	11/18/2000 2:30:12 PM	
UAT8850.9.2-BJT	01	11/18/2000 1:37:46 PM	
GA0000000008142	01	11/21/2000 2:58:07 PM	AT&T has Reject for Ver '02'
GA0000000008144	01	11/21/2000 2:58:05 PM	AT&T has Reject for Ver '02'
GA0000000008143	01	11/21/2000 2:57:19 PM	AT&T has Reject for Ver '02'

79 Rejects found in AT&T captured data but not in the BellSouth Raw Data files

See file "GA_NOV_Rejects.xls" for list of PON/Versions

39 Duplicate Rejects in AT&T captured data

Total Number	PON	VER
3	GA0000000006016	02
2	GA0000000006214	02
2	GA0000000006215	02
2	GA0000000006245	02
2	GA0000000006650	03
2	GA0000000007154	01
2	GA0000000007156	01
2	GA0000000007157	01
2	GA0000000007158	01
2	GA0000000007170	01
3	GA0000000007707	01
3	GA0000000007714	01
3	GA0000000007716	01
2	GA0000000007767	01
2	GA0000000007770	01
2	GA0000000007784	01
2	GA0000000007785	01
3	GA0000000007786	01
4	GA0000000007787	01

Total Number	RON	VER
3	GA0000000007795	01
2	GA0000000008174	01
2	GA0000000008434	01
2	GA0000000008544	02
2	GA0000000008643	01
2	GA0000000008716	01
2	GA0000000008821	01
2	GA0000000008824	01
2	GA0000000008852	01
2	GA0000000008874	01
2	GA0000000008881	01
2	GA0000000008890	01

Completion Notice Comparison

BellSouth Raw Data files

803 Completion Notices sent that match criteria in Raw Data User's Manual (RDUM)

At least 4 duplicate PONs in BellSouth Completion Notice raw data – with different commitment dates, service order numbers, and completion dates

GA00000000007066
GA00000000007464
GA00000000007494
GA00000000007514

AT&T Captured Data

1608 Completion Notices received

828 matches with BellSouth PONs¹

780 Completions Notices captured by AT&T not reported in BellSouth raw data files - see file "GA_NOV_Completions.xls" for list of PON/Versions

BellSouth Raw Data files contain Completion Notices for 26 PONs that AT&T has not captured

PON	SO NBR	CMIT DATE	CMPLTN DJ	Comments
	COHGJ250	11/24/2000	11/13/2000	
	COJF9057	11/24/2000	11/22/2000	
	COY9R301	11/29/2000	11/29/2000	
8850KMCATT	NOF539H1	11/3/2000	11/3/2000	
CORRECTION	COQM1042	11/22/2000	11/21/2000	
CORRECTION	COLM7307	11/21/2000	11/18/2000	
CORRECTION	COYR8324	11/22/2000	11/21/2000	
CORRECTION	COXFJ167	11/20/2000	11/20/2000	
CORRECTION	COPH8868	12/4/2000	11/21/2000	
CORRECTION	COH19384	11/22/2000	11/21/2000	
FEATURE8850KMC	NOB07935	11/3/2000	11/3/2000	
GA 00000000006289	NO8T78B7	11/3/2000	11/3/2000	Format problem

BellSouth does not send Versions for PONs on a Completion Notice. All comparisons must be made against PON regardless of Version.

PON	SO NBR	CMPT DATE	CMPTN DT	Comments
GA0000000006261	NO3NXMK8	11/1/2000	11/1/2000	GA004 issue
GA0000000006288	NO65HFR2	11/14/2000	11/14/2000	Reject received
GA0000000006291	NO2CH9Q1	11/14/2000	11/14/2000	Reject received
GA0000000006293	NOFXVWD5	11/14/2000	11/14/2000	Reject received
GA0000000006672	NOBG6873	11/17/2000	11/17/2000	Reject received
GA0000000007183	NO3HOWX9	11/17/2000	11/18/2000	Confirm received
GA0000000007412	NO9J5LK3	11/18/2000	11/18/2000	Confirm received
GA0000000007417	NO5KMVR1	11/18/2000	11/18/2000	Confirm received
GA0000000007811	COJXT614	11/18/2000	11/18/2000	Confirm received
GA0000000007816	COVGP158	11/18/2000	11/18/2000	Confirm received
GA0000000007817	COHNN107	11/18/2000	11/18/2000	Confirm received
GA0000000007838	COC711K5	11/23/2000	11/27/2000	Confirm and reject received
GA0000000007678	COW7M091	11/17/2000	11/17/2000	Format problem
GA0000000008393	COYWJ480	11/29/2000	11/29/2000	format problem

Exhibit SEN-6
Letter from Edwards Gibbs to Audrey Thomas
Dated May 21, 2001



Promenade II
1200 Peachtree St., N.E.
Atlanta, GA 30309

May 21, 2001

Ms. Audrey Thomas
BellSouth
26V40
675 West Peachtree Street
Atlanta, GA. 30375

Dear Audrey:

The purpose of this letter is to express my disappointment with lack of responsiveness of BellSouth to significant data discrepancies issues raised by AT&T and renew its request that BellSouth investigate this matter.

On April 3, 2001 via e-mail I provided BellSouth with information regarding discrepancies between AT&T-collected data and BellSouth's PMAP raw data for the month of November, and requested that we discuss our findings with your team during our next meeting. Unfortunately, at our meeting on May 11 your team had conducted no analysis of our reported discrepancies and was unprepared to discuss them at the meeting. I asked you to re-consider your team's statement "PMAP is PMAP" and to conduct a review of the data discrepancies. You agreed to do so. Therefore, on May 11, I re-sent my April 3 e-mail to your team, advised that we feel that this information might impact the PMAP metrics calculations, and asked for feedback from the PMAP group to be provided to us in accordance with our discussions at the meeting held earlier that same day.

In a conference call between BellSouth and AT&T on May 16, BellSouth indicated that it had re-looked at the data provided by AT&T in April and had concluded that the data does not impact the numbers BS reported per category enough to alter what BS has already shared and so they are staying with the data BS provided May 2 to AT&T. I must tell you that I was just as surprised by your stance as I was at the number of metrics that you refused to calculate simply because of PMAP inadequacies with respect to more complete metric calculations and reporting. Please note that AT&T strongly disagrees with the appropriateness of BellSouth's response and here are some of the reasons:

AT&T's data analysis was for one month (November), which is the same interval of time that Commissions evaluate performance results, while the data provided by BellSouth covered a period from October 25 through February 21. We believe it

impossible for such an apples to oranges comparison to allow a conclusion that the missing data would not impact BellSouth's reported performance.

The discrepancies reported by AT&T were significant as the following information illustrates:

- 577 LSRs/versions were in AT&T data but were not in BellSouth's data. This amount represents 22% of the LSRs submitted by AT&T in November.
- 788 FOCs were in AT&T data that were not in BellSouth's data. This amount represents 33% of the FOCs received by AT&T in November.
- 79 rejections were in AT&T data that were not in BellSouth's data. This amount represents 19% of the rejections received by AT&T in November.
- 780 completion notices were in AT&T data that were not in BellSouth's data. This amount represents 49% of the completion notices received by AT&T in November.

(See AT&T's April 3, 2001 correspondence for additional data discrepancies as well as supporting PON-specific documentation)

Even if results reported by BellSouth were, by some coincidence, not impacted for a particular incident of data discrepancy, the issue of missing performance data seriously undermines the confidence that can be placed in BellSouth's performance reports. It is imperative that BellSouth understand the root causes of missing data, and implement fixes so that AT&T and Commissions can rely on the data reported by BellSouth. As the importance of reliable performance data cannot be over-emphasized, AT&T reiterates its response that BellSouth conduct an investigation to determine the cause of the data discrepancies and advise AT&T of its plans to prevent reoccurrence in the future.

In view of the above, I sincerely hope that you will reconsider your decisions.

Yours truly,



Edward L. Gibbs
Division Manager
AT&T Local Services

Copy to: Ranae Stewart
Bernadette Seigler

Exhibit SEN-7
Letter from Audrey Thomas to Edward Gibbs
Dated June 18, 2001

June 18, 2001

Mr. Edward Gibbs, Division Manager
AT&T Local Services
32 Ave. of the Americas
New York, NY 10013

Dear Edward:

This letter is in response to your May 21, 2001 letter, in which you expressed "disappointment" with what you characterize as BellSouth's "lack of responsiveness" in addressing certain data discrepancy issues resulting from Phase 3 of the Georgia 1000 Trial.

As a preliminary matter, you seem to overlook the fact that AT&T failed to follow the agreed-upon procedures concerning any data discrepancy issue that may arise during the Georgia 1000 Trial. In particular, the Phase 3 Georgia 1000 Trial Agreement makes clear that "exceptions and queries relative to the measurements and associated data should be forwarded to the Performance Measurement Analysis Platform (PMAP) Help Desk at 888 462-8030." The purpose of the trial is to simulate the production environment. In production AT&T would have posed its data queries to the PMAP Help Desk, rather than writing letters to BellSouth months after the fact. It would have been preferable, and entirely more beneficial, had AT&T followed the agreed-upon process and attempted to work through these data issues on a real time basis rather than waiting until April.

Notwithstanding AT&T's failure to follow the procedures to which it had voluntarily agreed, BellSouth is willing to investigate the data discrepancies AT&T has identified. BellSouth acknowledges that, due to internal miscommunication, it had not conducted such an investigation prior to our meeting on May 11, 2001. Since that time, BellSouth has conducted a preliminary review and advised AT&T that a number of the Local Service Requests ("LSRs") referenced by AT&T contain version numbers that differ from those found in the PMAP database. This difference in version numbers may explain the variance in the results.

With respect to your "surprise" at the number of metrics BellSouth has declined to calculate, I would direct your attention again to the Georgia 1000 Trial Agreement for Phase 3. The Addendum to this Agreement clearly sets forth the metrics for which BellSouth would and would not report results for this phase of the trial. Both parties signed and agreed to this Addendum on October 19, 2000. PMAP metrics represent standards approved by the Georgia Public Service Commission, which were used as the basis for BellSouth results for Phase 3 of the trial. BellSouth will adhere to the requirements in the Addendum to the Phase 3 Georgia 1000 Trial Agreement and expects AT&T to do likewise.

Your statement that "AT&T's data analysis was for one month (November), ... while the data provided by BellSouth covered a period from October 25 through February 21" is inaccurate. AT&T's results for Phase 3 were derived from data gathered from October 25, 2000 through February 21, 2001; BellSouth's metrics results for Phase 3 were derived from data gathered during this same time period. AT&T's queries regarding PMAP data for November considered data from November 1, 2000 through November 30, 2000; BellSouth's review of the discrepancies noted by AT&T considered the PMAP data from this same time period. Notwithstanding your suggestion to the contrary, BellSouth has done an "apples to apples"

comparison. Both parties acknowledged in the Phase 3 Georgia 1000 Trial Agreement, the calculation of performance for each metric may not be identical.

With respect to the specific "discrepancies" identified by AT&T, there are any number of reasons for the differences you cite. For example, many of the Purchase Order Numbers ("PONs") listed on the Reject Comparison and Firm Order Confirmation (FOC) Comparison spreadsheets were part of Exception O-6. Under Exception O-6, BellSouth investigated approximately 250 LSRs. The LSRs were submitted, and BellSouth delivered a FOC to AT&T. Because there was a delay with delivery of the completion notices to AT&T in November 2000, AT&T supplemented the LSRs, which generated additional FOCs. Once the Completion Notices on the original LSRs were delivered, the supplemental LSRs received Reject notices, indicating previous versions of the LSRs were completed. Another reason for the differences AT&T has observed is that AT&T reports Clarifications and Rejects together and considers them all Rejects. BellSouth reports on Clarifications and Rejects separately.

BellSouth strongly disagrees with your statement that the discrepancies in the data AT&T has identified "undermine the confidence that can be placed in BellSouth's performance reports." As you are undoubtedly aware, KPMG Consulting, Inc. ("KPMG") has conducted an extensive audit of BellSouth's performance reports. Although the audit is ongoing, KPMG has reviewed the methods and procedures that BellSouth uses to collect and report performance data and concluded that BellSouth has satisfied the vast majority of the evaluation criteria related to performance measurements. BellSouth has no intention of engaging in yet another audit of its performance reports under the auspices of the Georgia 1000 Trial.

Nevertheless, BellSouth is willing to investigate further the issues raised in your letter beyond the review that has been done to date. In order to investigate the issues further, AT&T must provide additional information that will enable BellSouth to follow the complete trail from receipt of the LSR to completion of the order and make the same data comparisons as AT&T. The additional information BellSouth will require from AT&T is as follows:

For Rejects, FOCs, and Completion Notices

- Verification of the PON Versions
- Verification of the date and timestamps for the queried responses
- CONNECT:DIRECT Process Number for each queried response
- Electronic Data Interchange (EDI) ISA Control Number for each queried response

For LSRs

- Verification of the PON Versions
- Verification of the date and timestamps of the Functional Acknowledgement received for the queried LSR
- CONNECT:DIRECT Process Number for each queried LSR
- EDI ISA Control Number for each queried LSR

For each category - LSRs, Rejects, FOCs and Completion Notices

- Verify and cite the associate PMAP Report(s) for November used for the comparisons

BellSouth is prepared to investigate further the data discrepancies identified in your May 21, 2001 letter, once it receives the additional data. Please deliver the additional data and any questions or concerns you may have to Cheryl Richardson.

Sincerely,

Audrey B. Thomas
Operations Assistant Vice President - BellSouth

Copy to: Ranae Stewart
 Bernadette Seigler
 Cheryl Richardson

Exhibit SEN-8
E-Mail from Edward Gibbs to Audrey Thomas
Dated June 19, 2001

Norris, Sharon - LGA

Subject: FW: BLS Response to AT&T's PMAP Reconciliation

-----Original Message-----

From: Gibbs, Edward L, NCAM
Sent: Tuesday, June 19, 2001 5:53 PM
To: Audrey.B.Thomas@bridge.bellsouth.com
Cc: Seigler, Bernadette M (Bern), NCAM; Cain, Donna, NCAM; Perry, Joyce M, NCAM; Cheryl.Richardson@bridge.bellsouth.com;
Ranae.Stewart1@bridge.bellsouth.com;
'Ranae.Stewart1@bridge.bellsouth.com'
Subject: RE: BLS Response to AT&T's PMAP Reconciliation

Audrey,

I have received your June 18, 2001 letter stating that "BellSouth is willing to investigate the data discrepancies AT&T has identified."

In your letter, you also indicate that you will conduct this investigation once BLS receives the additional data. You have asked for basically the same data as your previous requests. In our June 8th meeting, I presented an alternative to C:D logs and asked you whether you could find the missing data if I supplied you with copies of the orders that contained BLS control log numbers in the EDI ISA. You said that you would submit it and get back to me. As you well know, AT&T provided data to you on June 12. Subsequently, AT&T sent the data again and asked for a due date for your analysis or to share any concerns about the data. Despite what appears to be a new and unrelated request, can I assume you have already begun work on the data I provided last week?

In short, I am requesting that you confirm that the data I provided prior to this letter is sufficient or let AT&T know what else you need to conduct your investigation.

Edward

-----Original Message-----

From: Ranae.Stewart1@bridge.bellsouth.com
[mailto:Ranae.Stewart1@bridge.bellsouth.com]
Sent: Monday, June 18, 2001 4:16 PM
To: Gibbs, Edward L, NCAM
Cc: Seigler, Bernadette M (Bern), NCAM; Cain, Donna, NCAM; Perry, Joyce M, NCAM; Cheryl.Richardson@bridge.bellsouth.com;
Ranae.Stewart1@bridge.bellsouth.com;
Audrey.B.Thomas@bridge.bellsouth.com
Subject: BLS Response to AT&T's PMAP Reconciliation
Importance: High

Mr. Edward Gibbs

Edward,

The following letter was mailed via US Mail to you today as a response to your letter dated 5/21/01. I understand that based on verbal discussions with Cheryl Richardson you have forwarded additional data to BellSouth last week.

Thank you.

Ranae Stewart
Project Manager - EDI
BellSouth

Exhibit SEN-9
Letter from Audrey Thomas to Edward Gibbs
Dated June 28, 2001

June 28, 2001

Mr. Edward Gibbs
Division Manager
AT&T Local Services
32 Avenue of the Americas
New York, NY 10013

Mr. Gibbs:

This is in response to your June 19, 2001 e-mail, regarding BellSouth's June 18, 2001 letter that requests supplemental information AT&T would need to provide for continued investigation of possible data discrepancies in Phase 3 of the Georgia 1000 Trial.

During the June 8, 2001 meeting between our companies, AT&T presented an alternative to providing the C:D logs requested by BellSouth and asked if copies of the orders that contained BellSouth control log numbers in the Electronic Data Interchange (EDI) ISA would be sufficient. BellSouth agreed to review the alternative information AT&T suggested in order to determine if it would satisfy BellSouth's requirements for conducting a more in-depth investigation as requested by AT&T. AT&T provided this alternative information on June 12, 2001, which BellSouth is in the process of reviewing. BellSouth will let AT&T know as soon as possible whether this alternative information AT&T has provided is sufficient or whether additional information will be required.

In the meantime, BellSouth has made some preliminary findings based on its investigation to date. A copy of the preliminary findings is attached. The preliminary findings are based on information submitted by AT&T on May 21, 2001, and do not reflect AT&T's June 12, 2001 supplemental data. Based on this preliminary data BellSouth has determined that AT&T should identify and provide a copy of the data set utilized to make the comparisons for Completion Notices. The preliminary findings indicate some problems with the data AT&T is relying upon in its criticisms of the performance data being reported by BellSouth.

Please contact your BellSouth account team representative with any questions and to provide a copy of the data set utilized to make the comparisons for Completion Notices.

Sincerely,

Audrey Thomas

Attachments

CC: Bernadette Seigler
Joyce Perry
Donna Cain
Ranae Stewart
Cheryl Richardson

PRELIMINARY

Georgia BellSouth Data Reconciliation – November 2000

PMAP Response 1.2

June 28, 2001

PRELIMINARY

LSR Comparison

I. LSR Comparison

2015 LSRs in BellSouth Raw Data Files

8 PON/Versions in BellSouth Raw Data files not found in AT&T captured data

PON	VER	CREATE_TS
GA0000000006707		
UAT8850.9.2-BJT	01	18-Nov-00
UAT.8850.9.4-BJT	01	18-Nov-00
PVT8850.9.9	01	18-Nov-00
PVT8850.9.8BJ	01	18-Nov-00
PVT8850.9.8	01	18-Nov-00
PVT8850.9.2-BJT	01	18-Nov-00
PVT.8850.9.8BJT	01	18-Nov-00

*Only because VER missing in BellSouth data

BellSouth Response

- Of the eight PON/Versions AT&T has listed above, BellSouth found GA0000000006707 to be the result of service representative error. The image field was inadvertently populated with version data ("00") while the version field was left empty, causing the version to be null.
- The remaining seven PONs were initiated as part of BellSouth's User Acceptance and Production Verification Testing efforts in November. The BellSouth testing groups accidentally utilized AT&T's company code in performing these tests. These PON's (beginning with "PVT" and "UAT" do not, and should not, exist in AT&T's database.

LSR Comparison

2584 LSRs in AT&T Captured Data

577 PON/Versions in AT&T captured data and not in BellSouth Raw Data files

See file "GA_NOV_LSRs.xls" for list of PON/Versions

BellSouth Response

- In the file "GA_NOV_LSRs.xls" AT&T lists 575 PONs with Version "01". BellSouth determined that these PONs do not exist in November 2000 BellSouth data with Version "01". However, the PONs were located in November 2000 BellSouth data with Version "00" and were identified as directory listing orders. In November 2000, BellSouth did not include directory listing orders in performance measurements reports. For BellSouth to investigate the differences in version numbers, AT&T must provide the complete record (including telnum) for each PON/Version in question. BellSouth is investigating whether the data provided by AT&T on June 12 will be sufficient.
- The remaining two PONs (GA0000000008192, Version 02 and GA0000000008193, Version 02) were fatally rejected. Fatal rejects are not included in performance measurements reports.

Confirmation Comparison

PRELIMINARY**I. Confirmation Comparison**

1596 confirmations reported in BellSouth raw data files

1582 matches to AT&T captured data

14 Confirmations found in BellSouth Raw Data files but not in the AT&T captured data

PON	VER	Create_ts	Comments
GA00000000006655	03	03-Nov-00	Reject and Completion received
GA00000000006707			Missing Ver
GA00000000007413	01	08-Nov-00	Reject and Completion received
GA00000000007414	01	08-Nov-00	Reject and Completion received
GA00000000007415	01	08-Nov-00	Reject and Completion received
GA00000000007416	01	08-Nov-00	Reject and Completion received
GA00000000007418	01	08-Nov-00	Reject and Completion received
GA00000000006650	03	03-Nov-00	Reject and Completion received
GA00000000007419	01	08-Nov-00	Reject and Completion received
PVT.8850.9.8BJT	01	18-Nov-00	
GA00000000007407	01	08-Nov-00	Reject and Completion received
PVT8850.9.9	01	18-Nov-00	
PVT8850.9.2-BJT	01	18-Nov-00	
UAT.8850.9-4-BJT	01	18-Nov-00	

BellSouth Response

- BellSouth found one PON/Version (GA00000000006707, Version null) to be the result of service representative error. The image field was populated with version data ("00") while the version field was left empty, causing the version to be null.
- BellSouth determined that two PON/Versions listed in the above table (GA00000000006650, Version 03 and GA00000000006655, Version 03) were found in the raw data files with FOC dates of November 18, 2000, rather than November 3, 2000, as reported by AT&T.
- BellSouth found that four of the LSRs on the above table were initiated as part of BellSouth's User Acceptance and Production Verification Testing. The BellSouth testing groups accidentally utilized AT&T's company code in performing these tests. These PON's (beginning with "PVT" and "UAT") do not, and should not, exist in AT&T's database.
- In the above table, AT&T lists 7 PONs with Version "01". BellSouth did not find these PON/Version combinations in November 2000 BellSouth data. Based on the "create_ts" date provided by AT&T, BellSouth located these PONs with Version "00" in November 2000 BellSouth data. For BellSouth to investigate the differences in version numbers, AT&T must provide the complete record (including telnum) for each PON/Version in question. BellSouth is investigating whether the data provided by AT&T on June 12 will be sufficient.

PRELIMINARY

Confirmation Comparison

II. Confirmation Comparison

778 Confirmations found in AT&T captured data but not in the BellSouth Raw Data files
See file "GA_NOV_Confirms.xls" for list of PON/Versions

BellSouth Response

- Manual FOCs were sent in November 2000, for 86 of the PON/Versions listed. At that time, PMAP did not accurately capture manual FOCs returned for LSRs submitted via LEO. However, this anomaly was corrected, beginning with January 2001 data.
- For one of the PON/Versions, a FOC was sent at the same time a completion notice was sent. At that time, PMAP did not accurately capture events of this nature. However, this anomaly was corrected, beginning with January 2001 data.
- Dummy FOCs were sent in response to 113 of the PON/Versions listed. A dummy FOC is sent when the CLEC sends a request to cancel the LSR before a service order is issued. PMAP does not report on dummy FOCs; therefore, PMAP FOC data does not contain information about these PON/Versions.
- The 578 PONs with Version "01" listed in the file "GA_NOV_Confirms.xls" do not exist in November 2000 BellSouth raw data. Based on the "FOC Sent" date provided by AT&T, BellSouth located these PONs with Version "00". For BellSouth to investigate the differences in version numbers, AT&T must provide the complete record (including telnum) for each PON/Version in question. BellSouth is investigating whether the data provided by AT&T on June 12 will be sufficient. For the "00" versions of these PONs, BellSouth determined that:
 - A FOC was sent the same time as a completion notice for three of the PONs. In November 2000, PMAP did not accurately capture events of this nature. However, this anomaly was corrected, beginning with January 2001 data.
 - 575 of the PONs were determined to be orders for directory listings. In November 2000, BellSouth did not include directory listing orders in performance measurements reports.

PRELIMINARY

Confirmation Comparison

III. Confirmation Comparison

281 Duplicate Confirmations in AT&T Captured Data

See file "GA_NOV_Confirms.xls" for list of PON/Versions

BellSouth Response

- The 202 PON/Versions listed in the file "GA_NOV_Confirms.xls" with a version of "01" do not exist in November 2000 BellSouth raw data. Based on the "FOC Sent" date provided by AT&T, BellSouth located these 202 PONs with Version "00". For BellSouth to investigate the differences in version numbers, AT&T must provide the complete record (including telnum) for each PON/Version in question. BellSouth is investigating whether the data provided by AT&T on June 12 will be sufficient. For the "00" versions of these PONs, BellSouth determined that:
 - FOCs for nine of the PONs were first sent electronically. FOCs were later sent manually, resulting in multiple FOCs for the same PON/Version.
 - Only one FOC was returned for 193 of the PONs listed by AT&T.
- Multiple dummy FOCs were sent in response to 41 of the 281 PON/Versions. A dummy FOC is sent when the CLEC sends a request to cancel the LSR before it becomes a service order. PMAP does not report on dummy FOCs; therefore, PMAP FOC data does not contain information about these PON/Versions.
- Duplicate FOCs were found for 38 PON/Versions listed by AT&T. The FOCs were first sent electronically; they were later sent manually, resulting in multiple FOCs for the same PON/Version.

PRELIMINARY

Reject Comparison

I. Reject Comparison

313 Rejected orders reported in BellSouth raw data files

429 Reject notices in AT&T captured data

6 Rejects found in BellSouth Raw Data files but not in the AT&T captured data

PON	VER	Create_ts	Comments
PVT8850.9.8BJ	01	11/18/2000 2:35:02 PM	
PVT8850.9.8	01	11/18/2000 2:30:12 PM	
UAT8850.9.2-BJT	01	11/18/2000 1:37:46 PM	
GA00000000008142	01	11/21/2000 2:58:07 PM	AT&T has Reject for Ver '02'
GA00000000008144	01	11/21/2000 2:58:05 PM	AT&T has Reject for Ver '02'
GA00000000008143	01	11/21/2000 2:57:19 PM	AT&T has Reject for Ver '02'

BellSouth Response

- BellSouth found that three of the LSRs on the above table were initiated as part of BellSouth's User Acceptance and Production Verification Testing. The BellSouth testing groups accidentally utilized AT&T's company code in performing these tests. These PON's (beginning with "PVT" and "UAT") do not, and should not, exist in AT&T's database.
- The remaining three PON/Versions listed in the above table with a version of "01" exist in November 2000 BellSouth raw data. Based on the "create_ts" timestamp provided by AT&T, BellSouth located these PONs with the version "00". For BellSouth to investigate the differences in version numbers, AT&T must provide the complete record (including telnum) for each PON/Version in question. BellSouth is investigating whether the data provided by AT&T on June 12 will be sufficient.

II. Reject Comparison

79 Rejects found in AT&T captured data but not in the BellSouth Raw Data files

See file "GA_NOV_Rejects.xls" for list of PON/Versions

BellSouth Response

- BellSouth found five PON/Version combinations (GA00000000006214, Version 02, GA00000000006215, Version 02, GA00000000006918, Version 02, GA00000000008193, Version 02 and GA00000000008193, Version 02) to be fatally rejected in November 2000. PMAP does not report fatally rejected PON/Version combinations; therefore these PON/Versions are not included in BellSouth raw data.
- BellSouth did not locate the 22 PONs with Version "01" as listed by AT&T. BellSouth located these PONs with Version "00" in November 2000 raw data. One of the PONs found with Version "00" was received in October 2000 and rejected in November 2000. The reject interval report currently reflects LSRs received and rejected in the same month.
- Forty-Nine PON/Version combinations were received in October 2000, and rejected in November 2000. The reject interval report currently reflects LSRs submitted and rejected in the same month.
- Three PON/Versions listed by AT&T were found in BellSouth November 2000 raw data files.

PRELIMINARY

Reject Comparison

III. Reject Comparison

39 Duplicate Rejects in AT&T captured data

Total Number	PON	VER
3	GA00000000006016	02
2	GA00000000006214	02
2	GA00000000006215	02
2	GA00000000006245	02
2	GA00000000006650	03
2	GA00000000007154	01
2	GA00000000007156	01
2	GA00000000007157	01
2	GA00000000007158	01
2	GA00000000007170	01
3	GA00000000007707	01
3	GA00000000007714	01
3	GA00000000007716	01
2	GA00000000007767	01
2	GA00000000007770	01
2	GA00000000007784	01
2	GA00000000007785	01
3	GA00000000007786	01
4	GA00000000007787	01
Total Number	PON	VER
3	GA00000000007795	01
2	GA00000000008174	01
2	GA00000000008434	01
2	GA00000000008544	02
2	GA00000000008643	01
2	GA00000000008716	01
2	GA00000000008821	01
2	GA00000000008824	01
2	GA00000000008852	01
2	GA00000000008874	01
2	GA00000000008881	01
2	GA00000000008890	01

PRELIMINARY

Reject Comparison

III. Reject Comparison (continued)

BellSouth Response

AT&T requested detail for 39 duplicate rejects. This response addresses only the 31 PON/Versions provided in the table above by AT&T.

- BellSouth did not locate the 25 PONs with Version "01" in November 2000 BellSouth data. However, BellSouth located these 25 PONs with Version "00". For BellSouth to investigate the differences in version numbers, AT&T must provide the complete record (including telnum) for each PON/Version in question. BellSouth is investigating whether the data provided on June 12 by AT&T will be sufficient. For the "00" versions of these PONs, BellSouth determined that:
 - Twelve of the PONs were returned for clarification and resubmitted with the same version number.
 - Five of the PONs had no history of duplicate rejections in November 2000 data. They were rejected only once.
 - For the remaining eight PONs, the same reject was transmitted to customer more than once.
- BellSouth located the remaining six PONs under the version reported by AT&T in the table above.
- Two had no history of duplicate rejections in November 2000 data. They were rejected only once.
 - Four of these PON/Versions were returned for clarification and resubmitted with the same version number.

PRELIMINARY

Completion Notice Comparison

I. Completion Notice Comparison

BellSouth Raw Data files

803 Completion Notices sent that match criteria in Raw Data User's Manual (RDUM)

At least 4 duplicate PONs in BellSouth Completion Notice raw data – with different commitment dates, service order numbers, and completion dates.

GA00000000007066
GA00000000007464
GA00000000007494
GA00000000007514

BellSouth Response

- BellSouth examined the Completion Notice raw data file for November 2000 and was unable to locate the PONs supplied above using OCN 7680. For BellSouth to investigate further, AT&T must provide the data set used to identify the discrepancies in the table above.

II. Completion Notice Comparison

AT&T Captured Data

1608 Completion Notices received

828 matches with BellSouth PONs

780 Completions Notices captured by AT&T not reported in BellSouth raw data files - see file "GA_NOV_Completions.xls" for list of PON/Versions

BellSouth Response

- BellSouth searched for the 780 PONs listed by AT&T in the file "GA_NOV_Completions.xls" in the Completion Notice raw data file for November 2000. BellSouth located 105 of the specified PONs in the Completion Notice raw data file for November 2000.
- BellSouth does not sent Versions for PONs on a Completion Notice. All comparisons must be made against PON regardless of Version.
- For BellSouth to further investigate the remaining PONs, AT&T must provide the data set used to identify the discrepancies in the table above.

PRELIMINARY

Completion Notice Comparison

II. Completion Notice Comparison

BellSouth Raw Data files contain Completion Notices for 26 PONs that AT&T has not captured

PON	SO_NBR	CMITT_DATE	CMPLTN_DT	Comments
	COHGJ250	11/24/2000	11/13/2000	
	COJF9057	11/24/2000	11/22/2000	
	COY9R301	11/29/2000	11/29/2000	
8850KMCATT	NOF539H1	11/3/2000	11/3/2000	
CORRECTION	COQM1042	11/22/2000	11/21/2000	
CORRECTION	COLM7307	11/21/2000	11/18/2000	
CORRECTION	COYR8324	11/22/2000	11/21/2000	
CORRECTION	COXFJ167	11/20/2000	11/20/2000	
CORRECTION	COPH8868	12/4/2000	11/21/2000	
CORRECTION	COH19384	11/22/2000	11/21/2000	
FEATURE8850KMC	NOB07935	11/3/2000	11/3/2000	
GA 0000000006289	NO8T78B7	11/3/2000	11/3/2000	Format problem
PON	SO_NBR	CMITT_DATE	CMPLTN_DT	Comments
GA0000000006261	NO3NXMK8	11/1/2000	11/1/2000	GA004 issue
GA0000000006288	NO65HFR2	11/14/2000	11/14/2000	Reject received
GA0000000006291	NO2CH9Q1	11/14/2000	11/14/2000	Reject received
GA0000000006293	NOFXVW5	11/14/2000	11/14/2000	Reject received
GA0000000006672	NOBG6873	11/17/2000	11/17/2000	Reject received
GA0000000007183	NO3H0WX9	11/17/2000	11/18/2000	Confirm received
GA0000000007412	NO9J5LK3	11/18/2000	11/18/2000	Confirm received
GA0000000007417	NO5KMVR1	11/18/2000	11/18/2000	Confirm received
GA0000000007811	COJXT614	11/18/2000	11/18/2000	Confirm received
GA0000000007816	COVGP158	11/18/2000	11/18/2000	Confirm received
GA0000000007817	COHNN107	11/18/2000	11/18/2000	Confirm received
GA0000000007838	COC711K5	11/23/2000	11/27/2000	Confirm and reject received
GA0000000007678	COW7M091	11/17/2000	11/17/2000	Format problem
GA0000000008393	COYWJ480	11/29/2000	11/29/2000	Format problem

BellSouth Response

- BellSouth examined the Completion Notice raw data file for November 2000 and was unable to locate the PONs supplied above. For BellSouth to investigate further, AT&T must provide the data set used to identify the discrepancies in the table above.

Exhibit SEN-10
FOC and Reject Timeliness Reports

Exhibit SEN-11
Letter from K. C. Timmons to Jan Flint
Dated April 4, 2001



Southern Region
KC Timmons
Manager Supplier Performance Measurements
Local Services - Southern Region

Room 12227
Promenade I
1200 Peachtree St. NE
Atlanta, GA 30309
404 810-3914

April 4, 2001

Jan Flint
BellSouth Interconnection Services
1960 West Exchange Place, Suite 200
Tucker, Georgia 30084

Dear Jan:

The purpose of this letter is to request a meeting between BellSouth and AT&T with the objective of understanding discrepancies discovered among multiple January 2001 PMAP reports.

In performing an analysis of BellSouth generated January 2001 PMAP data, I have discovered several data discrepancies with possible significant impacts. In the attached chart (Attachment 1), I have compared multiple reports in PMAP that I believe should be reporting identical volumes for a given Operating Company Number (OCN). For example, PMAP reports on the number of LSR's submitted electronically in both the Flow Through report and the Total Mechanized Percent Reject report. According to BellSouth's Service Quality Measurement (SQM) Plan, I would expect the LSR's submitted volumes in the two reports to match. For OCN 7170, AT&T Broadband - Non Local Number Portability (LNP), the volumes (2,696) do match. However, the LSR volumes in these two reports do not match for OCN 7421 LNP data. The Percent Rejects report is showing 88 LSR's submitted in January while the January LNP Flow Through report is showing 103 LSR's submitted. Why would these two reported volumes be different? Documented in the attachment are multiple examples of volumes that aren't matching. These discrepancies among BellSouth generated reports suggest serious data integrity issues within PMAP.

Additionally, I am concerned with the data integrity of the PMAP Flow Through report even before any comparisons are made with other PMAP reports. For example, in Attachment 1, I have reported that the Flow Through report shows 1,430 OCN 7680 LSR's submitted in January. This number comes from the "% Flowthrough Detail Agg." tab within the Flow Through Excel workbook (see Attachment 2). However, the "% UNE Flowthrough Detail" tab reports that there were two more OCN 7680 LSR's submitted via LENS and 19 additional LSR's submitted via TAG. First, AT&T does not have a TAG interface with BellSouth, so I question if this record is actually associated with OCN 7680. Secondly, if this record does belong to OCN 7680, why wasn't AT&T given the necessary Flow Through Keys to match this data in the "% Flowthrough Detail Agg." tab? A similar situation exists for OCN 7421. In the "% Flowthrough Detail Agg." tab only 7 LSR's are shown as submitted for January. However, if you add the

volumes found in the other tabs within the January Flow Through report, you find that there were 58 LSR's submitted under the OCN. Why is the "% Flowthrough Detail Agg." tab reporting different volumes from the other tabs within the same Flow Through Excel workbook? As a point of reference, I am using the Flow Through Keys that are found in the attached e-mail from Phil Porter.

These data discrepancies raise serious questions about the data integrity of the BellSouth reported performance measurements. The resolution of this discovery is a high priority for AT&T. We need to meet with BellSouth representatives as soon as possible to work through these data issues. Please provide possible times that you will be available to meet no later than close of business Friday, April 20. I will do my best to work my schedule around your available meeting times. Once again, this is a high priority issue for AT&T.

Please call me if you have any questions or concerns. I can be reached at 404-810-3914. I can be paged at 1-888-858-7243, pin number 115394.

Sincerely,



KC Timmons

Copy to: Denise Berger
Phil Porter

Attachment

Attachment I

Potential Discrepancies Among BellSouth's Performance Reports – January 2001

Data Area (Paired areas should match)	UNE-P (7680)	7421 – LNP	7421 – Non LNP	7125 – LNP	7125 – Non LNP	B'band GA (7170)	B'band GA – LNP (7170)
# LSRs submitted –% reject–mechanized	1427	88	54	No Data	380	2696	4778
# LSRs submitted Flow-through report	1430	103	56	3787	380	2696	5265
# Fully mechanized rejections	35	0	5	No Data	9	471	26
# Auto clarifications – Flow-through report	41	0	5	242	10	471	52
# Partially Mechanized rejections	47	22	5	27	68	31	357
# CLEC caused fall-out-Flow-through report	22	15	2	0	0	31	71
# Fully Mechanized FOCs	1112	1	41	No Data	5	2129	2528
# Issued Service Orders-Flow-through report.	1125	3	41	0	2	2128	2292
# completed orders from LNP Missed Appointments metric	N/A	59	N/A	5010	N/A	N/A	8352
# completed orders from LNP Disconnect metric	N/A	0	N/A	0	N/A	N/A	2177
# completed orders from Missed Appointments metric	1154	59	34	5010	2175	N/A	8352
# completed orders from Average Completion Notice Interval raw data files	877	0	19	0	1	N/A	0
# completed orders from Missed Appointments metric – UNE w/LNP	N/A	N/A	N/A	1097	N/A	N/A	N/A
# completed orders from Hot Cut Timeliness Metric raw data	N/A	N/A	N/A	1153	N/A	N/A	N/A

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (DETAIL)
 REPORT PERIOD: 01/01/2001 - 01/31/2001

AGGREGATE ORDER TYPES		LSR PROCESSING											FLOWTHROUGH			
Company Info		LESOO														
		Mechanized Interface Used				Manual	Rejects	Validated	Errors							
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supp (Z Status)	LSR's	Total System Fallout	BSI Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#1		0	401	0	401	300	59	18	24	18	12	6	6	1.66%	25.00%	33.33%
#2		0	1	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#3		0	2	0	2	2	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#4		0	4	0	4	2	0	0	2	1	1	0	1	25.00%	50.00%	50.00%
#5		0	188	0	188	141	22	18	17	11	10	1	6	3.82%	35.29%	37.50%
#6		0	210	0	210	167	24	11	8	5	2	3	3	1.74%	37.50%	60.00%
#7		0	127	0	127	1	18	0	110	12	10	2	66	69.61%	69.74%	69.74%
#8		0	1430	0	1430	113	41	2	1274	149	127	22	1125	82.42%	88.30%	89.89%
#9		0	7	0	7	4	1	2	0	0	0	0	0	0.00%	0.00%	0.00%
#10		0	214	0	214	108	53	20	33	26	17	9	7	5.30%	21.21%	29.17%
#11		0	2836	0	2836	30	805	0	1801	150	64	66	1851	94.61%	91.67%	96.21%
#12		0	1	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#13		0	2017	0	2017	898	212	107	800	184	101	83	618	38.14%	77.00%	85.91%
#14		0	1027	0	1027	14	306	0	707	61	36	43	626	62.33%	86.54%	94.26%
#15		0	108	0	108	43	37	7	21	20	2	18	1	2.17%	4.76%	33.33%
#16		0	1310	0	1310	14	433	0	863	61	25	36	602	95.36%	92.93%	96.96%
#17		0	3547	0	3547	18	1468	18	2045	235	194	41	1810	89.52%	88.51%	90.32%
#18		0	2988	0	2988	4	471	44	2177	49	18	31	2128	98.96%	97.75%	98.18%
#19		0	3	0	3	0	0	0	3	3	1	2	0	0.00%	0.00%	0.00%
#20		0	1857	0	1857	288	170	12	1387	378	341	35	1011	61.65%	72.69%	74.76%
#21		0	166	0	166	132	16	12	6	1	0	1	5	3.65%	83.33%	100.00%
#22		0	380	0	380	355	10	2	13	11	11	0	2	0.54%	15.38%	15.38%
#23		0	84	0	84	23	20	22	19	19	14	5	0	0.00%	0.00%	0.00%
#24		172	0	0	172	10	26	1	135	24	23	1	111	77.08%	82.22%	82.84%
#25		2992	0	0	2992	145	317	21	2209	405	329	76	1804	79.19%	81.87%	84.58%
#26		18	0	0	18	0	4	0	14	0	0	0	14	100.00%	100.00%	100.00%
#27		13	0	0	13	2	0	0	11	1	1	0	10	76.92%	90.91%	90.91%
#28		179	0	0	179	21	17	2	139	17	15	2	122	77.22%	87.77%	89.05%
#29		0	0	54	54	28	19	0	7	7	7	0	0	0.00%	0.00%	0.00%
#30		0	375	0	375	264	63	20	28	15	10	5	13	4.53%	46.43%	56.52%
#31		18	0	0	18	0	2	4	10	5	2	3	5	71.43%	50.00%	71.43%
#32		0	129	0	129	40	27	13	49	19	6	13	30	39.47%	61.22%	63.33%
#33		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#34		0	106	0	106	27	21	20	38	22	9	13	16	30.77%	42.11%	64.00%
#35		26	0	0	26	2	5	0	19	5	3	2	14	73.86%	73.66%	82.35%
#36		826	0	0	826	28	71	7	720	117	61	30	603	84.96%	83.75%	86.16%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (DETAIL)
 REPORT PERIOD: 01/01/2001 - 01/31/2001

AGGREGATE ORDER TYPES		LSR PROCESSING											FLOWTHROUGH					
Company Info		LESOG																
Name	RESH / OCN	Mechanized Interface Used				Manual		Rejects		Validated		Errors			Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
		LENS	EDI	TAG	Total Mech LSR's	Total Manual Failout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Failout	BST Caused Failout	CLEC Caused Failout						
#37		0	0	1	1	0	0	0	1	1	0	1	0	0	0.00%	0.00%	0.00%	
#38		348	0	0	348	21	40	0	279	25	22	3	254	85.52%	81.04%	82.83%		
#39		21	0	0	21	4	4	0	13	1	1	0	12	70.59%	82.31%	92.21%		
#40		563	0	0	563	10	51	2	530	16	13	2	515	90.72%	87.17%	87.64%		
#41		1198	0	0	1198	40	57	1	1098	84	66	15	1014	80.29%	82.35%	83.83%		
#42		70	0	0	70	4	20	3	43	23	18	5	20	47.82%	46.51%	52.83%		
#43		2837	0	0	2837	117	387	0	2333	58	47	11	2275	83.28%	87.51%	87.98%		
#44		126	0	0	126	12	19	2	93	40	31	9	53	55.21%	56.99%	63.10%		
#45		480	0	0	480	10	32	2	444	28	28	2	418	82.04%	83.69%	84.12%		
#46		15	0	0	15	7	0	0	8	5	4	1	3	21.43%	37.50%	42.86%		
#47		282	0	0	282	17	34	0	211	25	24	1	186	81.94%	88.15%	88.57%		
#48		35	0	0	35	2	3	0	30	12	9	3	18	62.07%	80.00%	88.87%		
#49		27	0	0	27	3	4	1	19	10	10	0	9	40.91%	47.37%	47.37%		
#50		8	0	0	8	5	0	0	3	1	1	0	2	25.00%	66.67%	66.67%		
#51		14	0	0	14	2	4	1	7	4	4	0	3	33.33%	42.86%	42.86%		
#52		181	0	0	181	20	23	1	137	30	27	3	107	60.48%	78.10%	78.83%		
#53		263	0	0	263	34	30	7	182	77	67	10	115	53.24%	59.90%	63.19%		
#54		34	0	0	34	0	8	0	26	3	3	0	23	68.48%	88.48%	88.48%		
#55		0	0	749	749	390	110	14	229	122	85	37	107	19.20%	48.72%	58.75%		
#56		725	0	0	725	158	141	9	417	174	130	44	243	45.76%	58.27%	65.15%		
#57		0	0	19116	19116	2983	4183	118	11852	2607	1999	708	9245	65.44%	78.00%	82.96%		
#58		4528	0	0	4528	359	364	13	3782	632	435	87	3280	80.41%	85.97%	88.23%		
#59		158	0	0	158	17	8	0	133	10	8	1	123	82.55%	82.48%	83.18%		
#60		82	0	0	82	6	8	0	70	3	2	1	67	80.33%	85.71%	87.10%		
#61		307	0	0	307	23	15	2	287	18	18	2	249	80.46%	83.26%	83.88%		
#62		123	0	0	123	10	17	2	94	11	10	1	83	80.56%	88.30%	88.25%		
#63		305	0	0	305	12	8	2	283	8	6	0	277	83.90%	87.88%	87.88%		
#64		0	0	3	3	0	3	0	0	0	0	0	0	0.00%	0.00%	0.00%		
#65		580	0	0	580	19	30	0	511	26	22	4	485	82.21%	84.91%	85.86%		
#66		85	0	0	85	10	13	0	82	7	7	0	55	78.36%	88.71%	88.71%		
#67		0	0	2384	2384	18	91	26	2251	37	22	15	2214	98.31%	98.36%	99.02%		
#68		581	0	0	581	23	55	0	503	22	20	2	481	81.78%	85.63%	86.01%		
#69		7	0	0	7	0	0	0	7	0	0	0	7	100.00%	100.00%	100.00%		
#70		0	0	1	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%		
#71		10	0	0	10	4	0	0	6	3	3	0	3	30.00%	50.00%	50.00%		
#72		3	0	0	3	0	1	0	2	2	0	2	0	0.00%	0.00%	0.00%		

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (DETAIL)
 REPORT PERIOD: 01/01/2001 - 01/31/2001

AGGREGATE ORDER TYPES		LSR PROCESSING											FLOWTHROUGH				
Company Info		LES00															
		Mechanized Interface Used				Manual		Rejects		Validated		Errors					
Name	RESH / OCN	LEMS	EDI	TAG	Total Mech LSR's	Total Manual Fallback	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallback	BST Caused Fallback	CLEC Caused Fallback	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation	
#73		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%	
#74		203	0	0	203	34	7	0	182	34	33	1	128	65.84%	78.01%	78.50%	
#75		398	0	0	398	25	41	2	298	56	55	1	242	75.18%	81.21%	81.48%	
#76		895	0	0	895	84	80	4	718	88	81	15	652	82.85%	80.81%	82.75%	
#77		0	0	2182	2182	173	213	9	1767	135	108	28	1832	85.27%	82.36%	83.74%	
#78		101	0	0	101	12	4	1	84	8	8	0	78	78.17%	80.48%	80.48%	
#79		4	0	0	4	1	1	0	2	2	2	0	0	0.00%	0.00%	0.00%	
#80		8784	0	0	8784	801	1378	33	6451	1903	1800	303	4548	64.52%	70.50%	73.98%	
#81		308	0	0	308	24	34	0	248	51	48	3	187	73.23%	79.44%	80.41%	
#82		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%	
#83		34	0	0	34	3	5	0	29	1	0	1	25	89.29%	98.15%	100.00%	
#84		2878	0	0	2878	145	289	8	2255	388	383	25	1867	78.81%	82.79%	83.72%	
#85		152	0	0	152	82	10	18	82	48	38	10	18	14.04%	25.81%	30.77%	
#86		88	0	0	88	12	13	0	41	25	20	5	18	33.33%	39.02%	44.44%	
#87		1418	0	0	1418	124	110	9	1176	273	257	18	903	70.33%	78.78%	77.84%	
#88		3217	0	0	3217	345	312	4	2868	380	338	22	2298	79.75%	88.45%	87.17%	
#89		298	0	0	298	38	46	1	211	80	82	18	131	58.71%	62.06%	67.88%	
#90		1353	0	0	1353	87	89	1	1178	30	28	4	1148	81.02%	87.45%	87.78%	
#91		7	0	0	7	0	6	0	1	1	1	0	0	0.00%	0.00%	0.00%	
#92		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%	
#93		778	0	0	778	87	87	7	635	128	110	18	509	74.20%	80.18%	82.23%	
#94		280	0	0	280	45	49	1	185	21	19	2	184	71.83%	88.65%	88.82%	
#95		3	0	0	3	1	0	0	2	1	1	0	1	33.33%	50.00%	80.00%	
#96		8	0	0	8	0	2	0	6	3	3	0	3	50.00%	50.00%	60.00%	
#97		0	0	22	22	0	17	2	3	3	2	1	0	0.00%	0.00%	0.00%	
#98		5	0	0	5	0	1	1	3	3	2	1	0	0.00%	0.00%	0.00%	
#99		41	0	0	41	0	18	3	20	18	11	5	4	28.87%	20.00%	28.87%	
#100		0	0	25	25	2	7	2	14	10	7	3	4	30.77%	28.57%	38.38%	
#101		1820	0	0	1820	180	160	27	1253	288	213	63	987	71.52%	78.77%	82.25%	
#102		21	0	0	21	0	9	7	5	4	3	1	1	25.00%	20.00%	25.00%	
#103		81	0	0	81	11	3	0	47	8	7	1	39	68.42%	82.98%	84.78%	
#104		178	0	0	178	20	34	0	125	38	35	3	87	61.27%	69.80%	71.31%	
#105		84	0	0	84	12	19	0	63	7	7	0	48	70.77%	88.79%	88.79%	
#106		58	0	0	58	8	15	1	38	7	5	2	29	72.50%	80.58%	85.29%	
#107		78	0	0	78	1	1	0	74	8	8	0	68	88.00%	89.19%	89.19%	
#108		416	0	0	416	45	17	1	353	15	14	1	338	85.14%	95.75%	98.02%	

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (DETAIL)
 REPORT PERIOD: 01/01/2001 - 01/31/2001

AGGREGATE ORDER TYPES		LSR PROCESSING											FLOWTHROUGH			
Company Info		LEBOG														
		Mechanized Interface Used				Manual	Rejects		Validated	Errors						
Name	RESH / OCN	LENS	EDU	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Suppe (Z Status)	LSR's	Total System Fallout	BSI Caused Fallout	CLEC Caused Fallout	Issued 50's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#109		331	0	0	331	7	58	2	284	18	18	0	248	90.77%	93.18%	93.18%
#110		758	0	0	758	80	74	10	502	86	81	8	503	78.75%	84.87%	86.13%
#111		0	0	1548	1548	10	83	31	1413	17	15	2	1396	97.82%	98.80%	98.94%
#112		388	0	0	388	28	80	2	280	30	23	7	230	82.44%	88.48%	90.81%
#113		247	0	0	247	20	18	0	211	13	13	0	198	85.71%	93.84%	93.84%
#114		798	0	0	798	4	57	1	734	37	32	5	687	85.98%	94.86%	95.81%
#115		10	0	0	10	0	0	0	10	0	0	0	10	100.00%	100.00%	100.00%
#116		4	0	0	4	1	2	0	1	1	1	0	0	0.00%	0.00%	0.00%
#117		3518	0	0	3518	281	198	20	3017	545	489	58	2472	78.25%	81.84%	83.48%
#118		1288	0	0	1288	185	143	7	971	151	134	17	820	73.28%	84.45%	85.85%
#119		455	0	0	455	31	54	3	387	80	58	4	307	77.82%	83.65%	84.57%
#120		48	0	0	48	11	5	1	31	28	23	8	2	3.58%	8.45%	8.00%
#121		118	0	0	118	17	11	0	90	18	18	0	74	68.16%	82.22%	82.22%
#122		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#123		457	0	0	457	13	47	0	397	38	32	4	361	88.82%	90.83%	91.88%
#124		3470	0	0	3470	225	347	10	2888	314	258	58	2574	84.26%	88.13%	90.85%
#125		0	0	52	52	25	5	2	20	10	7	3	10	23.81%	50.00%	58.82%
#126		138	0	0	138	34	13	4	87	42	30	12	45	41.28%	61.72%	68.00%
#127		91	0	0	91	9	1	0	81	18	18	2	63	71.55%	77.78%	78.78%
#128		495	0	0	495	18	79	0	400	55	51	4	345	83.74%	86.25%	87.12%
#129		0	0	8213	8213	133	311	65	7704	127	84	43	7577	97.22%	98.35%	98.80%
#130		3832	0	0	3832	240	400	13	3178	288	246	52	2881	85.87%	90.83%	92.13%
#131		86	0	0	86	35	18	0	33	27	20	7	8	9.84%	18.18%	23.08%
#132		8	0	0	8	1	5	0	2	0	0	0	2	66.67%	100.00%	100.00%
#133		430	0	0	430	60	50	1	319	80	72	8	238	84.42%	74.82%	78.85%
#134		28	0	0	28	10	1	0	17	8	8	0	11	40.74%	64.71%	64.71%
#135		0	0	44	44	3	18	0	23	5	5	0	18	68.23%	78.28%	78.28%
#136		118	0	0	118	18	3	0	95	17	15	2	78	70.27%	82.11%	83.87%
#137		440	0	0	440	58	35	7	348	77	68	9	272	68.54%	77.84%	80.00%
#138		1398	0	0	1398	214	178	0	1004	202	153	48	802	68.61%	78.88%	83.88%
#139		413	0	0	413	78	47	1	289	48	38	8	243	68.07%	84.06%	86.48%
#140		4172	0	0	4172	605	348	18	3200	638	733	103	2364	83.86%	73.88%	78.33%
#141		17	0	0	17	8	5	0	8	3	3	0	3	25.00%	50.00%	50.00%
#142		0	0	20	20	8	8	1	7	1	1	0	6	48.15%	85.71%	85.71%
#143		14	0	0	14	4	0	0	10	3	3	0	7	50.00%	70.00%	70.00%
#144		82	0	0	82	8	13	0	41	8	8	2	33	70.21%	80.48%	84.62%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (DETAIL)
 REPORT PERIOD: 01/01/2001 - 01/31/2001

AGGREGATE ORDER TYPES		LSR PROCESSING											FLOWTHROUGH			
Company Info		LESOG														
		Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LBR's	Total Manual Fallout	Auto Clarification	Pending Supp (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#145		132	0	0	132	23	8	3	98	73	70	3	25	21.19%	28.81%	28.32%
#146		188	0	0	188	10	5	1	152	31	31	0	121	74.89%	78.81%	78.81%
#147		110	0	0	110	10	41	0	59	31	18	13	28	50.00%	47.49%	80.87%
#148		2	0	0	2	0	1	0	1	1	0	1	0	0.00%	0.00%	0.00%
#149		12	0	0	12	0	2	0	10	5	4	1	5	55.56%	50.00%	56.56%
#150		87	0	0	87	2	12	0	43	1	1	0	42	83.33%	87.87%	87.87%
#151		3	0	0	3	1	1	0	1	1	1	0	0	0.00%	0.00%	0.00%
#152		834	0	0	834	19	36	1	478	23	20	3	455	82.11%	95.19%	86.78%
#153		8	0	0	8	2	1	0	5	3	3	0	2	28.57%	40.00%	40.00%
#154		0	0	99	99	8	52	1	40	19	18	1	21	48.87%	52.50%	53.85%
#155		38	0	0	38	8	1	0	27	10	7	3	17	53.13%	62.86%	70.83%
#156		56	0	0	56	8	14	0	33	12	11	1	21	51.22%	63.64%	65.83%
#157		141	0	0	141	5	8	2	125	7	5	2	118	82.19%	84.40%	85.83%
#158		34	0	0	34	5	6	0	23	8	4	2	17	85.38%	73.91%	80.83%
#159		0	0	130	130	23	53	1	53	15	10	5	38	53.52%	71.70%	78.17%
#160		4	0	0	4	0	1	0	3	2	0	2	1	100.00%	33.33%	100.00%
#161		460	0	0	460	41	33	0	398	17	18	1	369	80.82%	85.80%	86.84%
#162		86	0	0	86	12	14	2	38	22	21	1	16	32.65%	42.11%	43.24%
#163		5	0	0	5	1	2	0	2	1	1	0	1	33.33%	50.00%	50.00%
#164		2	0	0	2	0	1	0	1	0	0	0	1	100.00%	100.00%	100.00%
#165		0	0	8199	8199	89	1515	83	4522	1184	927	257	3338	77.02%	73.82%	78.28%
#166		0	0	24	24	15	2	0	7	8	4	2	1	5.00%	14.29%	20.00%
#167		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#168		57	0	0	57	8	5	1	45	15	10	5	30	65.22%	66.87%	75.00%
#169		0	0	28	28	0	2	1	25	23	21	2	2	8.70%	8.00%	8.70%
#170		0	0	27	27	14	0	1	12	12	10	2	0	0.00%	0.00%	0.00%
#171		0	0	8	8	3	0	0	3	3	3	0	0	0.00%	0.00%	0.00%
#172		0	0	2	2	0	0	0	2	2	2	0	0	0.00%	0.00%	0.00%
#173		0	0	1	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#174		8	0	0	8	0	0	0	8	6	5	1	2	28.57%	25.00%	28.57%
#175		0	0	1	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#176		4	0	0	4	1	0	0	3	1	1	0	0	0.00%	0.00%	0.00%
#177		0	0	1	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#178		267	0	0	267	8	25	0	233	20	17	3	213	86.12%	91.42%	92.81%
#179		78	0	0	78	8	8	0	60	1	0	1	59	88.08%	86.33%	100.00%
#180		1311	0	0	1311	105	243	23	940	289	209	80	851	87.46%	86.28%	75.70%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (DETAIL)
 REPORT PERIOD: 01/01/2001 - 01/31/2001

AGGREGATE ORDER TYPES		LSR PROCESSING											FLOWTHROUGH			
Company Info		LEBOG														
		Mechanized Interface Used				Manual	Rejects		Validated	Errors						
Name	RESH / OCN	LENS	BDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (X Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#181		138	0	0	138	10	10	3	104	28	28	0	78	88.42%	78.00%	75.00%
#182		18	0	0	18	0	1	0	14	2	2	0	12	85.71%	85.71%	85.71%
#183		58	0	0	58	12	11	1	32	10	6	4	22	55.00%	68.75%	78.57%
#184		3858	0	0	3858	375	588	23	2892	465	447	18	2427	74.70%	83.92%	84.45%
#185		0	0	80	80	58	8	0	25	8	2	4	19	24.00%	78.00%	80.48%
#186		54	0	0	54	19	3	0	35	9	7	2	26	53.08%	74.29%	78.79%
#187		0	0	7	7	8	0	0	1	0	0	0	1	14.29%	100.00%	100.00%
#188		40	0	0	40	14	4	1	21	8	5	1	15	44.12%	71.43%	75.00%
#189		0	0	2	2	1	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#190		125	0	0	125	48	12	3	64	29	24	5	35	33.33%	54.89%	59.32%
#191		244	0	0	244	15	38	1	189	37	35	2	152	75.25%	80.42%	81.28%
#192		17	0	0	17	7	4	0	8	4	4	0	2	15.38%	33.33%	33.33%
#193		50	0	0	50	8	10	0	32	8	8	2	24	63.16%	75.00%	80.00%
#194		18	0	0	18	14	1	0	4	4	4	0	0	0.00%	0.00%	0.00%
#195		0	0	2335	2335	84	137	3	2131	92	82	10	2039	83.32%	85.88%	88.13%
#196		8914	0	0	8914	480	424	8	8002	243	209	34	8758	88.21%	95.95%	98.80%
#197		0	0	82	82	10	8	3	31	17	8	11	14	48.67%	45.18%	70.00%
#198		10336	0	0	10336	1988	989	214	7135	2087	1817	270	5048	58.96%	70.75%	73.53%
#199		0	0	1	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#200		0	0	5	5	0	4	1	0	0	0	0	0	0.00%	0.00%	0.00%
#201		0	0	4	4	0	3	0	1	1	1	0	0	0.00%	0.00%	0.00%
#202		4	0	0	4	0	3	0	1	0	0	0	1	100.00%	100.00%	100.00%
#203		4	0	0	4	0	0	0	4	0	0	0	4	100.00%	100.00%	100.00%
#204		36	0	0	36	3	2	0	31	4	3	1	27	81.82%	87.10%	90.00%
#205		1190	0	0	1190	50	107	7	1028	89	81	8	837	87.73%	91.33%	92.94%
#206		30	0	0	30	0	0	1	29	11	10	1	18	84.29%	82.07%	84.29%
#207		55	0	0	55	7	11	1	38	5	4	1	31	73.81%	88.11%	88.57%
#208		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#209		118	0	0	118	15	10	0	93	38	37	1	55	51.40%	59.14%	59.78%
#210		0	0	215	215	1	62	8	144	19	14	5	125	89.29%	88.81%	89.63%
#211		1860	0	0	1860	81	895	2	1082	83	38	25	1019	89.54%	94.18%	98.40%
#212		32	0	0	32	1	3	0	28	3	3	0	25	86.21%	88.29%	88.29%
#213		127	0	0	127	10	3	0	114	7	7	0	107	86.29%	83.86%	83.86%
#214		1054	0	0	1054	82	33	1	956	68	67	2	889	87.33%	92.80%	92.98%
#215		0	0	283	283	8	26	7	252	10	8	2	242	83.80%	86.03%	86.80%
#216		0	0	8	8	4	0	0	2	2	2	0	0	0.00%	0.00%	0.00%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (DETAIL)
 REPORT PERIOD: 01/01/2001 - 01/31/2001

AGGREGATE ORDER TYPES		LSR PROCESSING													FLOWTHROUGH		
Company Info		LEBOG															
Name	RESH / OCN	Mechanized Interface Used				Manual	Rejects	Pending Supp (Z Status)	Validated	Errors			Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Enclosed Calculation	
		LEWB	EN	TAG	Total Mech LBR's	Total Manual Fallout	Auto Clarification	LBR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout						
#217		120	0	0	120	25	21	0	74	22	18	6	52	58.91%	79.27%	78.47%	
#218		0	0	2	2	2	0	0	0	0	0	0	0	0.00%	0.00%	0.00%	
#219		0	0	16	15	15	0	0	0	0	0	0	0	0.00%	0.00%	0.00%	
#220		0	0	2	2	2	0	0	0	0	0	0	0	0.00%	0.00%	0.00%	
#221		0	0	1	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%	
#222		16	0	0	16	0	8	1	9	2	2	0	7	77.78%	77.78%	77.78%	
#223		259	0	0	259	36	16	1	203	35	32	3	169	70.29%	82.78%	84.00%	
#224		53	0	0	53	0	18	0	37	3	2	1	34	94.44%	91.99%	94.44%	
#225		86	0	0	86	7	17	0	62	5	4	1	57	83.62%	91.94%	93.44%	
#226		50	0	0	50	2	13	0	35	6	5	1	29	89.56%	82.86%	85.29%	
#227		222	0	0	222	27	59	0	138	25	21	4	111	89.61%	81.62%	84.00%	
#228		2772	0	0	2772	207	301	3	2281	160	132	28	2101	86.11%	92.92%	94.09%	
#229		543	0	0	543	61	45	3	434	54	49	5	360	77.55%	87.58%	88.56%	
#230		0	0	713	713	3	96	0	612	10	3	7	602	99.01%	98.37%	98.50%	
#231		35	0	0	35	0	5	0	30	1	1	0	29	98.87%	96.87%	96.87%	
#232		98	0	0	98	10	10	0	79	6	6	0	72	81.82%	92.31%	82.31%	
#233		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%	
#234		483	0	0	483	31	40	3	389	32	27	5	357	86.27%	91.77%	92.87%	
#235		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%	
#236		0	0	1028	1028	223	4	15	786	155	131	24	631	64.06%	90.28%	82.61%	
#237		580	0	0	580	27	47	1	505	41	36	5	464	88.05%	91.68%	92.80%	
#238		0	0	1818	1818	112	208	4	1294	69	43	26	1225	88.77%	84.87%	86.81%	
#239		213	0	0	213	37	67	1	108	25	22	3	83	58.45%	78.85%	79.05%	
#240		43	0	0	43	7	7	0	29	6	4	2	23	67.65%	78.31%	85.19%	
#241		30	0	0	30	2	0	0	28	28	15	13	0	0.00%	0.00%	0.00%	
#242		1825	0	0	1825	76	62	17	1470	157	149	8	1313	85.37%	89.32%	90.81%	
#243		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%	
#244		72	0	0	72	4	6	0	62	0	0	0	62	93.94%	100.00%	100.00%	
#245		0	0	665	665	15	82	0	556	13	8	5	545	95.95%	97.87%	98.55%	
#246		83	0	0	83	2	24	0	57	7	7	0	50	84.75%	87.72%	87.72%	
#247		0	0	3	3	0	1	0	2	0	0	0	2	100.00%	100.00%	100.00%	
#248		875	0	0	875	27	124	4	720	66	64	4	632	85.06%	87.78%	88.27%	
#249		5184	0	0	5184	288	412	18	4486	536	521	15	3950	83.35%	88.05%	88.35%	
#250		342	0	0	342	16	19	2	305	20	19	1	285	89.06%	83.44%	83.75%	
#251		1008	0	0	1008	44	97	0	867	33	28	5	834	92.05%	96.19%	96.75%	
#252		602	0	0	602	52	119	0	431	25	24	1	408	84.23%	84.20%	84.42%	

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (DETAIL)
 REPORT PERIOD: 01/01/2001 - 01/31/2001

AGGREGATE ORDER TYPES		LSR PROCESSING											FLOWTHROUGH			
Company Info		LESOG														
		Mechanized Interface Used			Manual	Rejects		Validated	Errors							
Name	RESH / OCN	LEMS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Suppl (# Status)	LSR's	Total System Fallout	BSY Caused Fallout	CLEC Caused Fallout	Issued SO's	Achloved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#233		718	0	0	718	50	20	0	630	10	10	0	620	90.90%	97.03%	97.03%
#254		1574	0	0	1574	80	100	5	1371	50	52	7	1312	90.30%	95.70%	95.19%
#255		250	0	0	250	19	18	0	222	10	8	2	212	80.83%	95.50%	95.30%
#258		331	0	0	331	51	62	1	217	61	45	18	156	61.80%	71.90%	77.81%
#257		217	0	0	217	33	27	4	153	30	34	5	114	62.90%	74.51%	77.03%
#258		2	0	0	2	0	1	0	1	1	0	1	0	0.00%	0.00%	0.00%
#259		35	0	0	35	0	3	1	31	4	1	3	27	96.43%	97.10%	96.43%
#260		36	0	0	36	3	5	1	27	5	2	3	22	61.46%	61.46%	61.67%
#261		1223	0	0	1223	93	130	5	980	101	95	6	885	82.48%	90.78%	90.31%
#262		158	0	0	158	42	22	1	93	25	23	2	68	61.13%	73.12%	74.73%
#263		8	0	0	8	1	0	0	6	5	3	2	0	0.00%	0.00%	0.00%
#264		1131	0	0	1131	108	126	2	895	50	50	3	830	83.80%	93.41%	93.72%
#265		280	0	0	280	19	22	0	230	13	12	1	220	87.94%	94.56%	94.90%
#266		228	0	0	228	58	26	2	142	40	41	8	93	48.44%	65.49%	66.40%
#267		4	0	0	4	0	1	0	3	1	1	0	2	66.67%	66.67%	66.67%
#268		3	0	0	3	1	0	0	2	0	0	0	2	66.67%	100.00%	100.00%
#270		5	0	0	5	0	2	0	3	0	0	0	3	100.00%	100.00%	100.00%
#271		9	0	0	9	2	0	0	7	0	0	0	7	77.78%	100.00%	100.00%
#272		8	0	0	8	5	0	0	3	1	1	0	2	25.00%	66.67%	66.67%
#273		2	0	0	2	0	0	0	2	1	1	0	1	50.00%	50.00%	50.00%
#274		6750	0	0	6750	96	467	1	6222	313	200	23	5900	94.32%	94.97%	95.32%
#274		27	0	0	27	0	4	0	23	23	17	6	0	0.00%	0.00%	0.00%
#275		14	0	0	14	9	2	0	12	12	9	3	0	0.00%	0.00%	0.00%
#276		1095	0	0	1095	96	85	15	890	220	213	13	673	68.53%	74.96%	75.96%
#277		37	0	0	37	0	5	0	32	5	5	0	27	84.38%	94.38%	94.38%
#278		319	0	0	319	41	36	4	237	107	98	9	130	54.82%	64.41%	64.41%
#281		0	0	1	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#282		1921	0	0	1921	191	77	11	1642	481	378	105	1161	67.19%	70.71%	75.54%
#283		296	0	0	296	31	43	2	220	85	81	4	135	54.88%	61.36%	62.50%
#284		0	0	6	6	1	0	0	5	3	2	1	2	40.00%	40.00%	50.00%
#285		21	0	0	21	0	2	0	19	0	0	0	19	100.00%	100.00%	100.00%
#286		0	0	7	7	5	1	0	1	1	1	0	0	0.00%	0.00%	0.00%
#287		94	0	0	94	10	17	0	67	45	38	7	22	31.43%	32.84%	36.67%
#288		20	0	0	20	3	3	1	13	10	4	6	3	30.00%	23.08%	42.86%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (DETAIL)
 REPORT PERIOD: 01/01/2001 - 01/31/2001

AGGREGATE ORDER TYPES		LSR PROCESSING											FLOWTHROUGH			
Company Info		LESOG														
		Mechanized Interface Used				Manual	Rejects		Validated	Errors						
Name	RESH / OCN	LENS	BDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (2 Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#289		88	0	0	88	4	10	1	53	8	0	0	47	82.46%	88.88%	88.88%
#290		0	0	123	123	41	4	0	78	21	20	1	57	48.31%	73.98%	74.03%
#291		0	0	120	120	45	14	3	67	34	31	3	33	30.28%	48.25%	51.56%
#292		8	0	0	8	0	0	0	5	0	0	0	5	100.00%	100.00%	100.00%
#293		8	0	0	8	0	0	0	8	2	2	0	8	75.00%	75.00%	75.00%
#294		34	0	0	34	13	11	0	10	1	0	1	9	49.91%	80.00%	100.00%
#295		556	0	0	556	7	159	0	389	22	14	8	367	94.59%	94.34%	98.33%
#296		267	0	0	267	19	26	2	220	21	20	1	196	83.91%	90.45%	90.87%
#297		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#298		490	0	0	490	58	22	2	407	100	105	4	298	64.84%	73.22%	73.98%
#299		284	0	0	284	22	53	1	208	52	47	5	156	60.33%	75.00%	78.85%
#300		197	0	0	197	22	24	2	119	32	29	3	87	63.04%	73.11%	75.00%
#301		0	0	1850	1850	29	198	0	1423	17	14	3	1408	87.03%	98.81%	98.81%
#302		215	0	0	215	11	23	0	181	5	5	0	178	91.67%	97.24%	97.24%
#303		1411	0	0	1411	142	80	3	1198	85	53	2	1131	85.28%	95.36%	95.52%
#304		114	0	0	114	22	17	0	75	29	20	9	48	52.27%	81.33%	88.70%
#305		19	0	0	19	5	6	0	8	7	7	0	1	7.89%	12.50%	12.50%
#306		9	0	0	9	3	3	0	3	1	1	0	2	33.33%	66.67%	66.67%
#307		0	0	7084	7084	357	1224	191	5342	640	463	157	4702	84.84%	88.62%	90.88%
#308		23175	0	0	23175	493	1745	18	20901	598	531	85	20365	85.20%	97.15%	97.45%
#309		101	0	0	101	14	12	0	75	11	11	0	64	71.81%	85.33%	85.33%
#310		12	0	0	12	0	1	0	11	9	8	3	2	25.00%	18.18%	25.00%
#311		1050	0	0	1050	32	134	0	864	11	11	0	873	95.31%	98.78%	98.78%
#312		683	0	0	683	34	83	1	545	40	35	5	505	87.98%	92.98%	93.62%
#313		131	0	0	131	8	19	0	104	28	27	1	78	68.47%	73.08%	73.78%
#314		57	0	0	57	2	7	0	48	4	4	0	44	86.00%	91.67%	91.67%
#315		0	0	1	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#316		1707	0	0	1707	436	200	21	1050	447	373	74	603	42.71%	57.43%	61.78%
#317		107	0	0	107	10	20	0	77	9	7	2	68	80.00%	88.31%	90.67%
#318		16	0	0	16	1	2	0	13	12	11	1	1	7.89%	7.89%	8.33%
#319		0	0	3	3	1	0	0	2	1	1	0	1	33.33%	50.00%	50.00%
#320		22559	0	0	22559	1565	2400	91	18503	2101	2010	91	16402	82.10%	88.85%	88.88%
#321		13	0	0	13	2	2	0	9	0	0	0	9	81.82%	100.00%	100.00%
#322		209	0	0	209	28	9	0	172	49	39	10	123	64.74%	71.51%	75.93%
#323		3	0	0	3	1	0	0	2	2	1	1	0	0.00%	0.00%	0.00%
#324		20	0	0	20	2	7	0	11	4	4	0	7	53.85%	63.64%	63.64%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (DETAIL)
 REPORT PERIOD: 01/01/2001 - 01/31/2001

AGGREGATE ORDER TYPES														FLOWTHROUGH											
Company Info														LSR PROCESSING											
														LESOG											
														Mechanized Interface Used		Manual	Rejects	Validated		Errors					
Name	RESH / OCN	LEMB	EDR	TAG	Total Mech LSR's	Total Manual Failout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Failout	BST Caused Failout	CLEC Caused Failout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation									
#325		0	0	3	3	1	1	0	1	0	0	0	1	50.00%	100.00%	100.00%									
#326		0	0	60	60	1	20	0	29	29	29	0	0	0.00%	0.00%	0.00%									
#327		0	0	178	178	26	81	2	90	39	27	12	51	49.04%	66.87%	85.38%									
#328		0	0	14	14	1	0	0	7	7	7	0	0	0.00%	0.00%	0.00%									
#329		0	0	1	1	0	0	0	1	1	0	0	0	0.00%	0.00%	0.00%									
#330		0	0	490	490	82	143	0	234	78	48	28	158	53.02%	67.52%	76.70%									
#331		0	0	20	20	8	4	0	8	7	5	2	1	7.14%	12.50%	16.67%									
#332		0	0	1	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%									
#333		445	0	0	445	30	77	1	337	37	34	3	300	82.42%	80.22%	80.82%									
#334		29	0	0	29	1	2	0	28	3	2	1	23	86.46%	80.46%	92.00%									
#335		49	0	0	49	1	4	0	44	3	1	2	41	85.35%	83.18%	87.82%									
#336		0	0	19	19	3	6	0	10	1	0	1	9	75.00%	80.00%	100.00%									
#337		2	0	0	2	1	0	1	0	0	0	0	0	0.00%	0.00%	0.00%									
#338		192	0	0	192	40	20	0	132	31	28	3	101	58.78%	76.52%	78.29%									
#339		233	0	0	233	44	25	4	160	37	32	5	123	61.81%	76.88%	79.35%									
#340		855	0	0	855	33	84	3	755	42	37	5	713	91.00%	94.44%	95.07%									
#341		133	0	0	133	6	15	3	109	9	9	0	100	86.96%	91.74%	91.74%									
#342		183	0	0	183	2	12	0	169	10	10	0	159	92.98%	94.08%	94.08%									
#343		0	0	775	775	58	84	0	655	49	39	10	608	86.45%	82.52%	83.80%									
#344		125	0	0	125	19	30	1	75	17	17	0	58	61.70%	77.33%	77.33%									
#345		1781	0	0	1781	72	227	2	1480	115	94	21	1345	89.01%	92.12%	93.47%									
#346		9	0	0	9	0	0	0	9	1	1	0	8	88.89%	88.89%	88.89%									
#347		65	0	0	65	4	18	0	45	11	6	5	34	77.27%	75.56%	85.00%									
#348		292	0	0	292	8	18	1	289	27	26	1	242	86.32%	89.89%	90.30%									
#349		330	0	0	330	42	19	0	288	13	10	3	258	85.12%	95.17%	96.24%									
#350		430	0	0	430	23	20	0	387	80	78	4	307	75.62%	79.33%	80.16%									
#351		25	0	0	25	9	0	0	16	5	5	0	11	44.00%	66.75%	66.75%									
#352		2	0	0	2	0	0	0	2	2	1	1	0	0.00%	0.00%	0.00%									
#353		558	0	0	558	47	68	1	442	24	22	2	419	85.83%	84.57%	85.00%									
#354		239	0	0	239	30	30	0	179	21	21	0	158	75.60%	86.27%	86.27%									
#355		82	0	0	82	19	8	0	55	24	20	4	31	44.26%	56.36%	60.78%									
#356		5	0	0	5	1	0	0	4	4	4	0	0	0.00%	0.00%	0.00%									
#357		137	0	0	137	9	8	0	120	8	4	2	114	89.78%	85.00%	86.61%									
#358		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%									
#359		5	0	0	5	1	0	0	4	1	1	0	3	80.00%	75.00%	75.00%									
#360		53	0	0	53	0	0	2	81	37	1	36	14	83.33%	27.45%	83.33%									

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (DETAIL)
 REPORT PERIOD: 01/01/2001 - 01/31/2001

AGGREGATE ORDER TYPES														FLOWTHROUGH		
Company Info		LSR PROCESSING											FLOWTHROUGH			
		LESOG														
		Mechanized Interface Used				Manual	Rejects	Validated	Errors							
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#301		548	0	0	548	35	85	9	438	121	105	18	318	88.43%	72.44%	75.19%
#302		13	0	0	13	0	1	2	10	4	4	0	8	80.00%	80.00%	80.00%
#303		136	0	0	136	32	11	0	83	28	20	9	64	55.17%	68.82%	78.19%
#304		96	0	0	96	27	5	3	81	28	27	2	32	37.21%	52.46%	54.24%
#305		110	0	0	110	18	10	3	78	31	20	11	48	55.81%	60.78%	70.59%
#306		113	0	0	113	9	3	0	101	28	25	1	75	68.81%	74.28%	75.00%
#307		73	0	0	73	11	1	13	48	25	20	5	23	42.50%	47.92%	53.48%
#308		82	0	0	82	3	7	3	49	17	13	4	32	66.67%	65.31%	71.11%
#309		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#310		45	0	0	45	9	6	0	30	14	8	6	18	48.48%	53.33%	66.67%
#311		97	0	0	97	7	14	3	73	34	28	8	39	52.70%	53.42%	58.21%
#312		278	0	0	278	110	22	3	143	51	39	12	92	36.17%	64.34%	70.23%
#313		878	0	0	878	103	109	10	454	178	158	18	278	51.58%	61.23%	63.78%
#314		259	0	0	259	38	24	0	198	40	39	1	159	61.95%	78.00%	80.30%
#315		178	0	0	178	25	19	1	133	50	41	9	83	55.70%	62.41%	68.94%
#316		447	0	0	447	128	38	7	278	145	118	28	131	34.84%	47.46%	52.40%
#317		0	0	85	85	17	11	0	37	0	7	2	28	53.85%	75.68%	80.00%
#318		0	0	40	40	5	6	0	29	6	6	0	23	67.85%	79.31%	78.31%
#319		0	0	24	24	7	4	0	13	10	8	4	3	18.75%	23.08%	33.33%
#320		0	0	80	80	13	5	0	42	22	18	4	20	39.22%	47.62%	52.63%
#301		0	0	37	37	7	1	0	29	10	8	2	19	55.88%	85.52%	70.37%
#302		509	0	0	509	75	43	4	387	119	97	22	208	80.91%	69.25%	73.42%
#303		203	0	0	203	38	18	3	146	44	32	12	102	59.30%	68.88%	78.12%
#304		229	0	0	229	32	31	3	183	85	67	18	78	44.07%	47.85%	63.78%
#305		885	0	0	885	142	85	8	649	197	182	15	452	58.25%	69.85%	71.29%
#306		478	0	0	478	63	64	2	349	95	81	14	254	63.82%	72.78%	75.82%
#307		848	0	0	848	87	83	4	694	65	48	7	639	82.56%	92.07%	93.01%
#308		58	0	0	58	3	12	0	43	8	5	1	37	82.22%	86.05%	89.18%
#309		84	0	0	84	13	10	0	61	2	2	0	59	79.73%	98.72%	88.72%
#390		3	0	0	3	0	1	0	2	1	0	1	1	100.00%	100.00%	100.00%
#391		0	0	117	117	1	2	0	114	8	2	4	108	97.30%	94.74%	96.18%
#392		274	0	0	274	13	16	0	245	12	8	4	233	81.73%	85.10%	89.00%
LENS Subtotal		194224	0	0	194224	15572	19888	968	157968	21285	18563	2722	136713	80.02%	86.53%	88.05%
EDI Subtotal		0	19030	0	19030	2988	4278	348	11426	1488	1013	455	9658	71.34%	87.15%	90.77%
TAG Subtotal		0	0	58854	58854	5155	9108	574	44017	5732	4295	1437	38285	80.20%	88.98%	89.91%
TOTAL INTERFACES		194224	19036	58854	272114	23718	33972	1886	213441	28488	23871	4614	184856	78.54%	86.64%	88.87%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (RESIDENCE DETAIL)
 REPORT PERIOD: 01/01/2001 - 01/31/2001

AGGREGATE ORDER TYPES		LSR PROCESSING										FLOWTHROUGH				
Company Info		LESOG														
		Mechanized Interface Used			Manual		Projects		Validated		Errors					
Name	RESH / OCH	LEMS	EDI	TAG	Total Mech LSR's	Total Manual Follout	Auto Clarification	Pending Suppl (X Status)	LSR's	Total System Follout	BST Caused Follout	CLEC Caused Follout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#1		5	0	0	5	2	1	0	2	1	1	0	1	25.00%	90.00%	50.00%
#2		828	0	0	828	28	71	7	720	117	81	36	603	84.06%	83.76%	86.18%
#3		348	0	0	348	21	49	0	278	25	22	3	254	85.52%	91.04%	82.03%
#4		21	0	0	21	4	4	0	13	1	1	0	12	70.56%	82.31%	82.31%
#5		591	0	0	591	10	51	2	528	15	13	2	513	85.71%	87.18%	87.53%
#6		1195	0	0	1195	40	87	1	1097	84	69	15	1013	90.29%	82.34%	83.82%
#7		2837	0	0	2837	117	387	0	2333	58	47	11	2275	83.28%	87.51%	87.86%
#8		49	0	0	49	4	4	2	39	11	10	1	28	66.07%	71.78%	73.68%
#9		458	0	0	458	10	32	2	444	28	28	2	418	82.04%	83.66%	84.12%
#10		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#11		258	0	0	258	17	34	0	207	25	24	1	182	81.81%	87.82%	88.35%
#12		29	0	0	29	1	2	0	28	0	8	3	17	70.83%	85.38%	73.81%
#13		28	0	0	28	3	4	1	18	9	9	0	9	42.86%	50.00%	50.00%
#14		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#15		14	0	0	14	2	4	1	7	4	4	0	3	33.33%	42.86%	42.86%
#16		181	0	0	181	20	23	1	137	30	27	3	107	68.48%	78.10%	78.85%
#17		157	0	0	157	14	19	7	117	41	34	7	78	81.29%	84.96%	86.06%
#18		34	0	0	34	0	8	0	28	3	3	0	23	68.48%	88.46%	88.46%
#19		0	0	428	428	278	49	10	81	52	38	18	39	11.05%	42.86%	52.00%
#20		273	0	0	273	30	50	6	187	68	47	21	119	60.71%	83.64%	71.66%
#21		0	0	20	20	7	5	0	8	7	0	7	1	12.50%	12.50%	100.00%
#22		47	0	0	47	2	25	0	20	8	4	2	14	70.00%	70.00%	77.78%
#23		151	0	0	151	18	8	0	129	8	8	0	121	83.45%	93.80%	93.80%
#24		79	0	0	79	4	8	0	69	2	1	1	67	85.06%	87.10%	88.53%
#25		307	0	0	307	23	15	2	287	18	18	2	249	86.46%	93.26%	93.96%
#26		123	0	0	123	10	17	2	94	11	10	1	83	80.58%	88.30%	88.25%
#27		305	0	0	305	12	8	2	283	8	8	0	277	83.90%	87.88%	87.88%
#28		0	0	3	3	0	3	0	0	0	0	0	0	0.00%	0.00%	0.00%
#29		553	0	0	553	17	28	0	508	24	20	4	484	82.90%	85.28%	88.03%
#30		85	0	0	85	10	13	0	82	7	7	0	55	76.36%	88.71%	88.71%
#31		0	0	2384	2384	18	91	28	2251	37	22	15	2214	86.31%	88.36%	90.02%
#32		581	0	0	581	23	55	0	503	22	20	2	481	81.79%	85.63%	86.01%
#33		7	0	0	7	0	0	0	7	0	0	0	7	100.00%	100.00%	100.00%
#34		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#35		68	0	0	68	7	2	0	59	8	8	0	51	77.27%	88.44%	88.44%
#36		366	0	0	366	25	41	2	298	58	55	1	242	75.16%	81.21%	81.48%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (RESIDENCE DETAIL)
 REPORT PERIOD: 01/01/2001 - 01/31/2001

AGGREGATE ORDER TYPES														FLOWTHROUGH			
Company Info		LSR PROCESSING												FLOWTHROUGH			
Name	RESH / OCN	LEBOG										Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation		
		Mechanized Interface Used				Manual		Rejects		Validated						Errors	
		LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Suppl (Z Status)	LSR's	Total System Fallout	BST Caused Fallout					CLEC Caused Fallout	
#37		878	0	0	878	82	83	4	709	80	45	15	649	83.83%	81.84%	83.83%	
#38		0	0	2182	2182	173	213	9	1787	135	109	20	1632	85.27%	82.36%	83.74%	
#39		101	0	0	101	12	4	1	84	8	8	0	78	78.17%	80.48%	80.48%	
#40		7832	0	0	7832	748	1277	27	5880	1973	1408	288	4205	66.13%	71.81%	74.94%	
#41		290	0	0	290	24	33	0	242	50	48	2	182	72.73%	79.34%	80.00%	
#42		34	0	0	34	3	5	0	26	1	0	1	25	88.29%	88.15%	100.00%	
#43		2882	0	0	2882	143	287	9	2243	382	357	25	1881	78.82%	82.87%	83.90%	
#44		28	0	0	28	3	7	0	18	12	8	4	8	35.29%	33.33%	42.86%	
#45		1419	0	0	1419	124	110	8	1178	273	257	18	903	70.33%	78.79%	77.84%	
#46		3208	0	0	3208	244	311	4	2850	357	338	21	2283	79.81%	86.53%	87.22%	
#47		34	0	0	34	1	8	0	24	13	8	5	11	55.00%	45.83%	57.88%	
#48		1353	0	0	1353	87	88	1	1179	30	28	4	1148	91.02%	97.45%	97.78%	
#49		7	0	0	7	0	6	0	1	1	1	0	0	0.00%	0.00%	0.00%	
#50		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%	
#51		738	0	0	738	83	82	6	805	114	99	15	491	75.19%	81.18%	83.22%	
#52		280	0	0	280	46	49	1	185	21	19	2	184	71.83%	88.85%	88.82%	
#53		2	0	0	2	1	0	0	1	1	1	0	0	0.00%	0.00%	0.00%	
#54		8	0	0	8	0	2	0	8	3	3	0	3	50.00%	50.00%	50.00%	
#55		5	0	0	5	0	1	1	3	3	2	1	0	0.00%	0.00%	0.00%	
#56		8	0	0	8	0	3	0	3	3	3	0	0	0.00%	0.00%	0.00%	
#57		0	0	25	25	2	7	2	14	10	7	3	4	30.77%	28.57%	38.38%	
#58		1387	0	0	1387	119	127	20	1101	203	181	42	868	78.23%	81.58%	84.80%	
#59		80	0	0	80	10	3	0	47	8	7	1	38	66.44%	82.98%	84.78%	
#60		178	0	0	178	18	34	0	125	38	35	3	87	61.70%	69.80%	71.31%	
#61		84	0	0	84	12	19	0	53	7	7	0	48	70.77%	86.78%	86.78%	
#62		57	0	0	57	6	15	1	35	7	5	2	28	71.79%	80.00%	84.85%	
#63		78	0	0	78	1	1	0	74	8	8	0	65	88.00%	88.19%	88.19%	
#64		418	0	0	418	45	17	1	353	15	14	1	338	85.14%	95.75%	98.02%	
#65		331	0	0	331	7	58	2	284	18	18	0	248	90.77%	83.18%	83.18%	
#66		747	0	0	747	75	74	10	588	88	80	8	500	78.34%	85.03%	86.21%	
#67		0	0	1548	1548	19	83	31	1413	17	15	2	1388	97.82%	98.80%	98.94%	
#68		368	0	0	368	26	80	2	280	30	23	7	230	82.44%	88.46%	90.91%	
#69		247	0	0	247	20	18	0	211	13	13	0	198	85.71%	83.84%	83.84%	
#70		788	0	0	788	4	57	1	734	37	32	5	697	95.00%	94.98%	95.61%	
#71		10	0	0	10	0	0	0	10	0	0	0	10	100.00%	100.00%	100.00%	
#72		4	0	0	4	1	2	0	1	1	1	0	0	0.00%	0.00%	0.00%	

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (RESIDENCE DETAIL)

REPORT PERIOD: 01/01/2001 - 01/31/2001

AGGREGATE ORDER TYPES		LSR PROCESSING											FLOWTHROUGH			
Company Info		LESOG														
		Mechanized Interface Used				Manual	Rejects	Validated			Errors					
Name	RESH / OCH	LEMS	EDN	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#73		3478	0	0	3478	276	192	20	2088	533	479	54	2455	78.48%	82.18%	83.87%
#74		1278	0	0	1278	183	142	8	985	147	131	16	818	73.56%	84.77%	88.20%
#75		456	0	0	455	31	54	3	367	60	56	4	307	77.92%	83.69%	84.67%
#76		48	0	0	48	11	5	1	31	29	23	6	2	5.58%	8.45%	8.00%
#77		117	0	0	117	17	11	0	89	15	15	0	74	69.81%	83.15%	83.15%
#78		455	0	0	455	12	47	0	395	36	32	4	360	80.11%	90.91%	91.84%
#79		0	1857	0	1857	288	170	12	1387	378	341	35	1011	81.65%	72.96%	74.78%
#80		3470	0	0	3470	225	347	10	2888	314	258	59	2574	84.28%	88.13%	89.95%
#81		0	0	4	4	0	1	0	3	1	1	0	2	66.67%	66.67%	66.67%
#82		15	0	0	15	1	1	0	13	5	5	0	8	67.14%	81.54%	81.54%
#83		91	0	0	91	9	1	0	81	18	16	2	63	71.56%	77.78%	78.75%
#84		491	0	0	491	15	78	0	398	55	61	4	343	83.90%	86.18%	87.06%
#85		0	0	8213	8213	133	311	65	7704	127	84	43	7577	97.22%	98.35%	98.90%
#86		3751	0	0	3751	218	397	13	3123	285	238	49	2838	86.21%	90.87%	92.32%
#87		69	0	0	69	3	10	0	56	12	10	2	44	77.19%	78.57%	81.48%
#88		0	0	44	44	3	18	0	23	5	5	0	18	69.23%	78.26%	78.26%
#89		115	0	0	115	18	3	0	94	17	15	2	77	70.00%	81.81%	83.70%
#90		223	0	0	223	21	22	1	179	28	24	2	153	77.27%	85.47%	86.44%
#91		8	0	0	8	3	4	0	1	1	1	0	0	0.00%	0.00%	0.00%
#92		1164	0	0	1164	63	94	1	1006	135	115	20	871	83.03%	88.58%	88.34%
#93		7	0	0	7	1	4	0	2	1	1	0	1	33.33%	50.00%	50.00%
#94		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#95		56	0	0	56	6	12	0	38	7	5	2	31	73.81%	81.58%	86.11%
#96		132	0	0	132	23	8	3	98	73	70	3	25	21.19%	25.51%	26.32%
#97		128	0	0	128	7	3	0	118	22	22	0	94	78.42%	81.03%	81.03%
#98		12	0	0	12	0	2	0	10	5	4	1	5	55.56%	50.00%	55.56%
#99		57	0	0	57	2	12	0	43	1	1	0	42	93.33%	97.87%	97.87%
#100		0	2696	0	2696	4	471	44	2177	49	18	31	2128	89.98%	97.75%	98.18%
#101		0	3547	0	3547	18	1468	18	2045	235	194	41	1810	89.52%	88.51%	90.32%
#102		534	0	0	534	18	38	1	478	23	20	3	455	92.11%	95.19%	95.79%
#103		8	0	0	8	2	0	0	4	0	0	0	4	66.67%	100.00%	100.00%
#104		56	0	0	56	9	14	0	33	12	11	1	21	51.22%	83.64%	85.63%
#105		141	0	0	141	5	9	2	125	7	5	2	118	92.19%	94.40%	95.93%
#106		4	0	0	4	0	3	0	1	0	0	0	1	100.00%	100.00%	100.00%
#107		460	0	0	460	41	33	0	388	17	16	1	369	86.62%	95.80%	95.84%
#108		43	0	0	43	5	9	2	27	15	14	1	12	30.71%	44.44%	48.15%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (RESIDENCE DETAIL)
 REPORT PERIOD: 01/01/2001 - 01/31/2001

AGGREGATE ORDER TYPES		LSR PROCESSING											FLOWTHROUGH			
Company Info		LEBOG														
Name	RESH / OCN	Mechanized Interface Used			Manual	Rejects	Validated		Errors				Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
		LENR	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (2 Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout				
#100		2	0	0	2	0	1	0	1	0	0	1	100.00%	100.00%	100.00%	
#110		0	0	8184	8184	68	1505	92	4490	1185	910	255	3334	77.32%	74.11%	78.58%
#111		7	0	0	7	0	3	0	4	1	1	0	3	75.00%	78.00%	78.00%
#112		297	0	0	297	9	29	0	233	20	17	3	213	69.12%	91.42%	82.81%
#113		89	0	0	89	8	8	0	65	1	0	1	54	60.00%	98.18%	100.00%
#114		18	0	0	18	4	9	0	5	5	5	0	0	0.00%	0.00%	0.00%
#115		118	0	0	118	7	12	3	98	18	18	0	78	75.73%	81.25%	81.25%
#116		18	0	0	18	0	1	0	14	2	2	0	12	65.71%	85.71%	85.71%
#117		21	0	0	21	4	9	0	8	3	2	1	5	45.45%	82.50%	71.43%
#118		3857	0	0	3857	375	568	23	2891	485	447	18	2428	74.69%	83.92%	84.44%
#119		90	0	0	90	35	8	3	44	22	18	4	22	29.33%	50.00%	55.00%
#120		177	0	0	177	8	22	0	147	16	16	0	131	84.52%	86.12%	89.12%
#121		10	0	0	10	4	3	0	3	1	1	0	2	28.57%	68.67%	68.67%
#122		45	0	0	45	8	9	0	30	7	8	1	23	65.71%	78.67%	79.31%
#123		5	0	0	5	2	0	0	3	3	3	0	0	0.00%	0.00%	0.00%
#124		0	0	2335	2335	84	137	3	2131	92	82	10	2038	93.32%	95.88%	96.13%
#125		8914	0	0	8914	480	424	8	8002	243	208	34	8758	86.31%	85.98%	86.50%
#126		288	0	0	288	70	35	1	182	40	35	5	122	63.74%	75.31%	77.71%
#127		0	0	3	3	0	2	1	0	0	0	0	0	0.00%	0.00%	0.00%
#128		0	0	4	4	0	3	0	1	1	1	0	0	0.00%	0.00%	0.00%
#129		36	0	0	36	3	2	0	31	4	3	1	27	81.82%	87.10%	90.00%
#130		1187	0	0	1187	49	107	7	1024	89	81	8	835	87.79%	91.31%	92.03%
#131		30	0	0	30	0	0	1	29	11	10	1	18	84.29%	82.07%	84.29%
#132		30	0	0	30	2	11	0	17	1	1	0	16	84.21%	84.12%	84.12%
#133		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#134		118	0	0	118	15	10	0	83	38	37	1	55	51.40%	56.14%	58.78%
#135		0	0	215	215	1	62	8	144	19	14	5	125	89.29%	86.81%	86.83%
#136		1857	0	0	1857	81	865	2	1079	82	38	24	1017	86.52%	84.25%	86.40%
#137		31	0	0	31	1	2	0	28	3	3	0	25	80.21%	89.29%	89.29%
#138		124	0	0	124	8	3	0	113	6	8	0	107	88.43%	84.88%	84.88%
#139		1050	0	0	1050	59	33	1	957	88	87	2	888	87.57%	92.79%	92.88%
#140		0	0	293	293	8	28	7	252	10	8	2	242	83.00%	86.03%	86.80%
#141		2771	0	0	2771	207	301	3	2280	180	132	28	2100	86.10%	93.92%	94.00%
#142		543	0	0	543	61	45	3	434	54	49	5	380	77.55%	87.58%	89.58%
#143		0	1310	0	1310	14	433	0	863	81	25	38	802	85.36%	82.83%	86.98%
#144		0	0	713	713	3	88	0	612	10	3	7	602	86.01%	86.37%	86.50%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (RESIDENCE DETAIL)
 REPORT PERIOD: 01/01/2001 - 01/31/2001

AGGREGATE ORDER TYPES														FLOWTHROUGH				
Company Info				LSR PROCESSING										FLOWTHROUGH				
Name	RESH / OCN	Mechanized Interface Used				Manual		Rejects		Validated		Errors			Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
		LENS	EDI	TAG	Total Mech LBR's	Total Manual Fallout	Auto Classification	Pending Suppl (E System)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout						
#145		36	0	0	35	0	5	0	30	1	1	0	29	99.87%	99.87%	99.87%		
#146		98	0	0	98	10	10	0	78	6	6	0	72	81.82%	82.31%	82.31%		
#147		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%		
#148		462	0	0	462	31	40	3	388	32	27	6	358	85.90%	91.75%	92.95%		
#149		577	0	0	577	25	47	1	504	41	38	5	463	80.36%	91.87%	92.79%		
#150		0	0	1818	1818	112	208	4	1294	99	43	28	1225	88.77%	94.87%	96.81%		
#151		213	0	0	213	37	87	1	108	25	22	3	83	58.45%	78.85%	79.65%		
#152		41	0	0	41	5	7	0	29	6	4	2	23	71.88%	78.31%	85.19%		
#153		1625	0	0	1625	76	82	17	1470	157	149	8	1313	85.37%	99.32%	99.81%		
#154		71	0	0	71	4	6	0	61	0	0	0	61	83.85%	100.00%	100.00%		
#155		0	1027	0	1027	14	308	0	707	81	38	43	628	92.33%	98.54%	94.26%		
#156		0	0	665	665	15	92	0	558	13	8	5	545	95.95%	97.67%	98.55%		
#157		89	0	0	89	2	19	0	48	7	7	0	41	82.00%	85.42%	85.42%		
#158		0	0	3	3	0	1	0	2	0	0	0	2	100.00%	100.00%	100.00%		
#159		875	0	0	875	27	124	4	720	88	84	4	632	85.06%	87.78%	88.27%		
#160		5182	0	0	5182	288	412	18	4484	536	521	15	3948	83.34%	98.05%	98.34%		
#161		342	0	0	342	18	19	2	305	20	19	1	285	99.08%	93.44%	93.75%		
#162		1008	0	0	1008	44	97	0	867	33	28	5	834	92.05%	98.18%	98.75%		
#163		584	0	0	584	41	116	0	427	21	20	1	406	88.94%	95.08%	95.31%		
#164		718	0	0	718	50	29	0	639	19	19	0	620	90.98%	97.03%	97.03%		
#165		1570	0	0	1570	86	106	5	1370	58	51	7	1312	90.55%	95.77%	96.28%		
#166		258	0	0	258	18	18	0	222	10	9	2	212	90.83%	95.50%	96.36%		
#167		8	0	0	8	0	7	0	1	1	1	0	0	0.00%	0.00%	0.00%		
#168		182	0	0	182	13	20	2	147	35	30	5	112	72.26%	78.19%	78.87%		
#169		238	0	0	238	13	22	1	200	14	14	0	186	87.32%	93.00%	93.00%		
#170		1131	0	0	1131	108	128	2	895	59	56	3	836	83.60%	93.41%	93.72%		
#171		280	0	0	280	19	22	0	239	13	12	1	228	87.94%	94.56%	94.96%		
#172		32	0	0	32	6	8	0	20	3	3	0	17	85.38%	85.00%	85.00%		
#173		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%		
#174		6758	0	0	6758	86	467	1	8222	313	260	23	5906	94.32%	94.97%	95.32%		
#175		27	0	0	27	0	4	0	23	23	17	6	0	0.00%	0.00%	0.00%		
#176		2	0	0	2	0	2	0	0	0	0	0	0	0.00%	0.00%	0.00%		
#177		1091	0	0	1091	86	82	15	898	228	213	13	672	88.50%	74.83%	75.93%		
#178		228	0	0	228	19	29	2	178	24	23	1	154	78.57%	88.52%	87.01%		
#179		34	0	0	34	0	3	0	31	4	4	0	27	87.19%	87.19%	87.19%		
#180		433	0	0	433	40	35	0	358	20	20	0	338	94.92%	94.41%	94.41%		

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (RESIDENCE DETAIL)
 REPORT PERIOD: 01/01/2001 - 01/31/2001

AGGREGATE ORDER TYPES		LSR PROCESSING											FLOWTHROUGH			
Company Info		LESOG														
		Mechanized Interface Used				Manual	Projects	Validated		Errors						
Name	RESN / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Faltout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Faltout	BST Caused Faltout	CLEC Caused Faltout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#181		318	0	0	318	41	36	4	237	107	98	9	130	48.33%	64.88%	87.02%
#182		0	180	8	150	4	43	12	91	16	6	10	75	88.24%	82.42%	82.58%
#183		11	0	0	11	2	3	0	6	3	3	0	3	37.50%	50.00%	50.00%
#184		283	0	0	283	20	41	2	211	80	77	3	131	55.27%	62.09%	62.98%
#185		21	0	0	21	0	2	0	19	0	0	0	19	100.00%	100.00%	100.00%
#186		13	0	0	13	0	5	0	8	8	7	1	0	0.00%	0.00%	0.00%
#187		88	0	0	88	4	10	1	53	8	6	0	47	82.46%	88.88%	88.88%
#188		0	0	7	7	0	1	0	0	2	2	0	4	66.87%	66.87%	66.87%
#189		34	0	0	34	13	11	0	10	1	0	1	9	40.91%	90.00%	100.00%
#180		555	0	0	555	7	150	0	389	22	14	8	387	84.58%	94.34%	96.33%
#181		285	0	0	285	19	28	2	218	21	20	1	197	83.47%	90.37%	90.78%
#192		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#193		187	0	0	187	11	30	1	125	18	17	1	107	79.28%	85.60%	86.29%
#194		0	2836	0	2836	30	805	0	1801	150	64	88	1651	94.81%	81.87%	94.27%
#195		0	0	1850	1850	29	198	0	1423	17	14	3	1408	87.03%	88.81%	98.01%
#196		215	0	0	215	11	23	0	193	0	0	0	178	91.87%	87.24%	87.24%
#197		1408	0	0	1408	139	80	3	1186	55	53	2	1131	85.49%	95.36%	95.52%
#198		20	0	0	20	5	3	0	12	3	3	0	9	52.94%	75.00%	75.00%
#199		0	0	7078	7078	355	1224	181	5338	640	483	157	4686	84.88%	88.01%	90.88%
#200		23147	0	0	23147	493	1751	10	20887	584	519	85	20303	95.25%	87.20%	87.51%
#201		101	0	0	101	14	12	0	75	11	11	0	64	71.91%	85.33%	85.33%
#202		2	0	0	2	0	1	0	1	1	1	0	0	0.00%	0.00%	0.00%
#203		1050	0	0	1050	32	134	0	884	11	11	0	873	95.31%	88.78%	88.78%
#204		683	0	0	683	34	83	1	545	40	35	5	505	87.88%	82.88%	83.52%
#205		131	0	0	131	8	19	0	104	28	27	1	78	68.47%	73.08%	73.79%
#206		57	0	0	57	2	7	0	48	4	4	0	44	86.00%	91.87%	91.87%
#207		249	0	0	249	16	35	8	192	72	54	18	120	83.18%	82.50%	88.97%
#208		102	0	0	102	10	19	0	73	6	8	2	65	80.25%	88.04%	91.55%
#209		18	0	0	18	1	2	0	13	12	11	1	1	7.69%	7.69%	8.33%
#210		0	0	3	3	1	0	0	2	1	1	0	1	33.33%	50.00%	50.00%
#211		22550	0	0	22550	1565	2400	91	18503	2101	2010	91	16402	82.10%	88.65%	88.65%
#212		13	0	0	13	2	2	0	8	0	0	0	8	81.82%	100.00%	100.00%
#213		209	0	0	209	28	9	0	172	49	39	10	123	64.74%	71.51%	75.83%
#214		443	0	0	443	29	77	1	336	37	34	3	299	82.00%	88.98%	88.78%
#215		25	0	0	25	0	2	0	23	2	2	0	21	91.30%	91.30%	91.30%
#216		47	0	0	47	0	4	0	43	2	1	1	41	97.82%	85.35%	87.62%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (RESIDENCE DETAIL)

REPORT PERIOD: 01/01/2001 - 01/31/2001

AGGREGATE ORDER TYPES		LSR PROCESSING											FLOWTHROUGH			
Company Info		LESQG														
		Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	RESH/OCH	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supp (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#217		0	24	0	24	2	0	0	22	0	0	0	22	91.67%	100.00%	100.00%
#218		192	0	0	192	40	20	0	132	31	28	3	101	50.76%	78.52%	78.20%
#219		147	0	0	147	24	12	3	108	12	10	2	96	73.85%	86.86%	80.57%
#220		855	0	0	855	33	04	3	755	42	37	5	713	81.06%	84.44%	85.07%
#221		133	0	0	133	6	15	3	106	0	0	0	100	80.96%	81.74%	81.74%
#222		0	127	0	127	1	16	0	110	12	10	2	96	89.81%	89.09%	90.74%
#223		183	0	0	183	2	12	0	169	10	10	0	159	82.08%	84.08%	84.08%
#224		0	0	775	775	56	04	0	855	48	39	10	806	96.45%	82.52%	83.85%
#225		125	0	0	125	19	30	1	75	17	17	0	58	61.70%	77.33%	77.33%
#226		1742	0	0	1742	88	220	2	1452	112	91	21	1340	89.36%	82.20%	83.84%
#227		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#228		80	0	0	80	3	16	0	42	10	5	5	32	80.00%	78.18%	86.49%
#229		292	0	0	292	6	16	1	299	27	26	1	242	86.32%	89.86%	90.30%
#230		329	0	0	329	42	19	0	296	13	10	3	255	83.08%	85.15%	96.23%
#231		430	0	0	430	23	20	0	387	80	78	4	307	75.62%	79.23%	80.16%
#232		556	0	0	556	47	66	1	442	24	22	2	418	85.83%	84.57%	95.00%
#233		236	0	0	236	30	28	0	178	21	21	0	157	76.48%	86.20%	88.20%
#234		137	0	0	137	9	8	0	120	6	4	2	114	89.76%	85.00%	86.81%
#235		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#236		3	0	0	3	0	0	0	3	0	0	0	3	100.00%	100.00%	100.00%
#237		383	0	0	383	19	48	5	310	73	63	10	237	74.29%	78.45%	78.00%
#238		3	0	0	3	0	2	0	1	0	0	0	1	100.00%	100.00%	100.00%
#239		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#240		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#241		29	0	0	29	1	5	0	23	4	4	0	19	79.17%	82.61%	82.61%
#242		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#243		2	0	0	2	0	0	0	2	2	0	2	0	0.00%	0.00%	0.00%
#244		108	0	0	108	11	11	0	84	42	35	7	42	47.73%	50.00%	54.55%
#245		0	0	35	35	8	0	0	29	10	8	2	19	57.56%	85.52%	70.37%
#246		7	0	0	7	0	5	0	2	2	2	0	0	0.00%	0.00%	0.00%
#247		274	0	0	274	13	33	0	228	53	41	12	175	76.42%	76.76%	81.02%
#248		847	0	0	847	87	83	4	683	54	47	7	639	82.66%	82.21%	83.15%
#249		54	0	0	54	2	10	0	42	6	5	1	36	83.72%	85.71%	87.80%
#250		83	0	0	83	13	10	0	60	2	2	0	56	79.45%	86.07%	86.07%
#251		0	0	117	117	1	2	0	114	6	2	4	106	97.30%	84.74%	86.16%
#252		214	0	0	214	13	16	0	245	12	8	4	233	81.73%	85.10%	86.68%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (RESIDENCE DETAIL)
 REPORT PERIOD: 01/01/2001 - 01/31/2001

AGGREGATE ORDER TYPES		LSR PROCESSING											FLOWTHROUGH			
Company Info		LESOG														
Name	RESH / OCN	Mechanized Interface Used			Manual	Rejects	Validated		Errors				Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation	
		LENS	EDI	TAG	Total Mech LBR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout				Issued SO's
LENS Subtotal		154118	0	0	154118	9245	15490	481	128900	13142	11777	1385	115758	84.83%	88.80%	90.77%
EDI Subtotal		0	13374	0	13374	375	3712	84	9203	980	866	264	8223	88.48%	88.36%	82.20%
TAG Subtotal		0	0	38507	38507	1350	4404	419	30334	2495	1897	508	27830	88.55%	91.77%	83.82%
TOTAL INTERFACES		154118	13374	38507	283997	18678	23606	864	188437	18617	14370	2247	181828	88.79%	90.13%	91.38%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (BUSINESS DETAIL)
 REPORT PERIOD: 01/01/2001 - 01/31/2001

AGGREGATE ORDER TYPES		LSR PROCESSING											FLOWTHROUGH				
Company Info		LESOG															
Name	RESH / OCN	Mechanized Interface Used				Manual	Rejects	Validated		Errors				Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
		LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Classification	Pending Supps (Z Status)	LSR's	Total System Fallout	BSST Caused Fallout	CLEC Caused Fallout					
#1		0	0	27	27	10	15	0	2	2	2	0	0	0.00%	0.00%	0.00%	
#2		8	0	0	8	0	2	0	8	2	1	1	4	80.00%	86.87%	80.00%	
#3		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%	
#4		28	0	0	28	2	5	0	19	5	3	2	14	73.88%	73.88%	82.35%	
#5		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%	
#6		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%	
#7		51	0	0	51	1	12	2	36	19	14	5	17	53.13%	47.22%	64.84%	
#8		77	0	0	77	8	15	0	54	29	21	8	25	46.30%	46.30%	54.35%	
#9		13	0	0	13	7	0	0	6	5	4	1	1	8.33%	16.87%	20.00%	
#10		4	0	0	4	0	0	0	4	0	0	0	4	100.00%	100.00%	100.00%	
#11		8	0	0	8	1	1	0	4	3	3	0	1	20.00%	25.00%	25.00%	
#12		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%	
#13		7	0	0	7	5	0	0	2	1	1	0	1	14.29%	50.00%	50.00%	
#14		108	0	0	108	20	11	0	75	36	33	3	39	42.30%	52.00%	54.17%	
#15		0	0	282	282	110	33	4	135	87	48	19	68	30.00%	50.37%	58.82%	
#16		350	0	0	350	19	48	2	221	97	76	21	124	44.44%	56.11%	62.00%	
#17		0	0	24	24	6	7	0	11	11	0	11	0	0.00%	0.00%	0.00%	
#18		38	0	0	38	8	12	0	20	6	5	1	14	56.00%	70.00%	73.68%	
#19		5	0	0	5	1	0	0	4	2	1	1	2	50.00%	50.00%	66.87%	
#20		3	0	0	3	2	0	0	1	1	1	0	0	0.00%	0.00%	0.00%	
#21		7	0	0	7	2	2	0	3	2	2	0	1	20.00%	33.33%	33.33%	
#22		0	1	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%	
#23		0	0	1	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%	
#24		10	0	0	10	4	0	0	6	3	3	0	3	30.00%	50.00%	50.00%	
#25		135	0	0	135	27	5	0	103	28	25	1	77	56.98%	74.78%	75.49%	
#26		17	0	0	17	2	6	0	9	6	6	0	3	27.27%	33.33%	33.33%	
#27		3	0	0	3	1	1	0	1	1	1	0	0	0.00%	0.00%	0.00%	
#28		832	0	0	832	153	102	6	571	228	194	34	343	49.71%	60.07%	63.87%	
#29		7	0	0	7	0	1	0	6	1	0	1	5	100.00%	83.33%	100.00%	
#30		0	2	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%	
#31		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%	
#32		16	0	0	16	2	2	0	12	6	6	0	6	42.86%	50.00%	50.00%	
#33		38	0	0	38	9	6	0	23	13	12	1	10	32.26%	43.48%	45.45%	
#34		8	0	0	8	1	1	0	6	3	2	1	3	50.00%	50.00%	60.00%	
#35		262	0	0	262	37	37	1	187	87	54	13	129	58.87%	64.17%	66.87%	
#36		40	0	0	40	4	5	1	30	12	11	1	18	54.55%	60.00%	62.07%	

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (BUSINESS DETAIL)
 REPORT PERIOD: 01/01/2001 - 01/31/2001

AGGREGATE ORDER TYPES		LSR PROCESSING											FLOWTHROUGH			
Company Info		LESOG														
		Mechanized Interface Used			Manual	Rejects	Validated			Errors						
Name	RESH / OCN	LENB	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#37		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#38		242	0	0	242	60	27	6	149	80	49	11	80	44.95%	59.73%	64.49%
#39		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#40		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#41		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#42		9	0	0	9	5	0	0	4	1	1	0	3	33.33%	75.00%	75.00%
#43		40	0	0	40	5	6	0	29	12	10	2	17	53.13%	58.82%	62.68%
#44		10	0	0	10	2	1	1	6	4	3	1	2	28.57%	33.33%	40.00%
#45		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#46		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#47		2	0	0	2	1	0	0	1	0	0	0	1	50.00%	100.00%	100.00%
#48		0	0	48	48	25	4	2	17	9	6	3	8	20.51%	47.00%	57.14%
#49		103	0	0	103	20	4	2	68	31	19	12	37	43.53%	54.41%	66.07%
#50		4	0	0	4	1	1	0	2	0	0	0	2	66.67%	100.00%	100.00%
#51		81	0	0	81	22	3	0	56	13	10	3	43	57.33%	78.79%	81.13%
#52		9	0	0	9	1	5	0	2	0	0	0	2	66.67%	100.00%	100.00%
#53		0	1	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#54		361	0	0	361	57	40	1	263	66	62	6	195	62.10%	74.14%	75.86%
#55		25	0	0	25	10	0	0	15	6	6	0	8	36.00%	60.00%	60.00%
#56		229	0	0	229	37	13	6	170	51	44	7	119	58.50%	70.00%	73.01%
#57		38	0	0	38	10	25	0	3	2	1	1	1	8.33%	33.33%	50.00%
#58		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#59		2912	0	0	2912	537	233	18	2124	680	504	66	1464	56.42%	66.83%	71.14%
#60		10	0	0	10	5	1	0	4	2	2	0	2	22.22%	50.00%	50.00%
#61		0	0	20	20	6	6	1	7	1	1	0	6	46.15%	65.71%	65.71%
#62		13	0	0	13	4	0	0	9	3	3	0	6	46.15%	66.67%	66.67%
#63		6	0	0	6	2	1	0	3	1	1	0	2	40.00%	66.67%	66.67%
#64		42	0	0	42	3	2	1	36	9	9	0	27	69.23%	75.00%	75.00%
#65		7	0	0	7	2	1	0	4	2	2	0	2	33.33%	50.00%	50.00%
#66		0	0	99	99	6	52	1	40	19	18	1	21	46.67%	52.50%	53.85%
#67		30	0	0	30	6	1	0	23	10	7	3	13	50.00%	56.52%	65.00%
#68		30	0	0	30	5	3	0	22	6	4	2	16	64.00%	72.73%	80.00%
#69		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#70		21	0	0	21	7	4	0	10	6	6	0	4	23.53%	40.00%	40.00%
#71		5	0	0	5	1	2	0	2	1	1	0	1	33.33%	50.00%	50.00%
#72		0	0	35	35	1	10	1	23	19	17	2	4	18.18%	17.30%	19.05%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (BUSINESS DETAIL)
 REPORT PERIOD: 01/01/2001 - 01/31/2001

AGGREGATE ORDER TYPES														FLOWTHROUGH											
Company Info																									
														LSR PROCESSING											
														LESOS											
														Mechanized Interface Used		Manual	Rejects	Validated		Errors			Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supp (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's												
#73		0	0	0	18	13	1	0	5	4	2	2	1	0.25%	20.00%	33.33%									
#74		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%									
#75		50	0	0	50	6	2	1	41	14	9	5	27	64.29%	85.85%	75.00%									
#76		8	0	0	8	0	0	0	8	8	5	1	2	28.57%	25.00%	28.57%									
#77		4	0	0	4	1	0	0	3	1	1	0	2	50.00%	66.67%	66.67%									
#78		7	0	0	7	2	0	0	5	0	0	0	5	71.43%	100.00%	100.00%									
#78		35	0	0	35	8	2	1	24	7	4	3	17	58.82%	70.83%	80.85%									
#80		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%									
#81		0	0	90	90	56	9	0	25	8	2	4	19	24.88%	78.00%	80.48%									
#82		54	0	0	54	16	3	0	35	9	7	2	26	53.06%	74.29%	78.79%									
#83		2	0	0	2	1	0	0	1	1	1	0	0	0.00%	0.00%	0.00%									
#84		0	0	2	2	1	1	0	0	0	0	0	0	0.00%	0.00%	0.00%									
#85		31	0	0	31	10	3	0	18	5	4	1	13	48.15%	72.22%	78.47%									
#86		7	0	0	7	3	1	0	3	3	3	0	0	0.00%	0.00%	0.00%									
#87		4	0	0	4	2	0	0	2	1	0	1	1	33.33%	50.00%	100.00%									
#88		14	0	0	14	12	1	0	1	1	1	0	0	0.00%	0.00%	0.00%									
#89		0	0	12	12	1	1	3	7	7	2	5	0	0.00%	0.00%	0.00%									
#90		1173	0	0	1173	440	84	55	584	319	288	33	275	27.47%	48.30%	49.02%									
#91		0	0	1	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%									
#92		0	0	2	2	0	2	0	0	0	0	0	0	0.00%	0.00%	0.00%									
#93		4	0	0	4	0	3	0	1	0	0	0	1	100.00%	100.00%	100.00%									
#94		4	0	0	4	0	0	0	4	0	0	0	4	100.00%	100.00%	100.00%									
#95		3	0	0	3	1	0	0	2	0	0	0	2	66.67%	100.00%	100.00%									
#96		25	0	0	25	5	0	1	19	4	3	1	15	65.22%	78.95%	83.33%									
#97		3	0	0	3	0	0	0	3	1	0	1	2	100.00%	66.67%	100.00%									
#98		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%									
#99		3	0	0	3	2	0	0	1	1	1	0	0	0.00%	0.00%	0.00%									
#100		4	0	0	4	3	0	0	1	0	0	0	1	25.00%	100.00%	100.00%									
#101		0	0	0	0	4	0	0	2	2	2	0	0	0.00%	0.00%	0.00%									
#102		109	0	0	109	24	16	0	69	19	13	8	50	57.47%	72.46%	79.37%									
#103		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%									
#104		4	0	0	4	0	3	0	1	1	1	0	0	0.00%	0.00%	0.00%									
#105		8	0	0	8	0	7	0	1	1	1	0	0	0.00%	0.00%	0.00%									
#106		2	0	0	2	0	2	0	0	0	0	0	0	0.00%	0.00%	0.00%									
#107		3	0	0	3	0	3	0	0	0	0	0	0	0.00%	0.00%	0.00%									
#108		9	0	0	9	0	5	0	4	4	4	0	0	0.00%	0.00%	0.00%									

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (BUSINESS DETAIL)
 REPORT PERIOD: 01/01/2001 - 01/31/2001

AGGREGATE ORDER TYPES														FLOWTHROUGH														
Company Info														LSR PROCESSING			FLOWTHROUGH											
														LESBOG														
														Mechanized Interface Used			Manual			Rejected			Validated			Errors		
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Failout	BSR Caused Failout	CLEC Caused Failout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation												
#100		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%												
#110		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%												
#111		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%												
#112		3	0	0	3	2	0	0	1	0	0	0	1	100.00%	100.00%	100.00%												
#113		2	0	0	2	2	0	0	0	0	0	0	1	33.33%	100.00%	100.00%												
#114		30	0	0	30	2	0	0	28	28	15	13	0	0.00%	0.00%	0.00%												
#115		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%												
#116		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%												
#117		14	0	0	14	0	5	0	9	0	0	0	9	100.00%	100.00%	100.00%												
#118		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%												
#119		18	0	0	18	11	3	0	4	4	4	0	0	0.00%	0.00%	0.00%												
#120		4	0	0	4	3	0	0	1	1	1	0	0	0.00%	0.00%	0.00%												
#121		18	0	0	18	10	5	0	3	3	3	0	0	0.00%	0.00%	0.00%												
#122		29	0	0	29	18	3	2	6	4	4	0	2	8.33%	33.33%	33.33%												
#123		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%												
#124		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%												
#125		6	0	0	6	1	0	0	5	5	3	2	0	0.00%	0.00%	0.00%												
#126		186	0	0	186	52	20	2	122	46	38	8	78	45.78%	62.30%	66.87%												
#127		4	0	0	4	0	1	0	3	1	1	0	2	66.67%	66.67%	66.67%												
#128		3	0	0	3	1	0	0	2	0	0	0	2	66.67%	100.00%	100.00%												
#129		5	0	0	5	0	2	0	3	0	0	0	3	100.00%	100.00%	100.00%												
#130		9	0	0	9	2	0	0	7	0	0	0	7	77.78%	100.00%	100.00%												
#131		7	0	0	7	4	0	0	3	1	1	0	2	28.57%	66.67%	66.67%												
#132		2	0	0	2	0	0	0	2	1	1	0	1	50.00%	50.00%	50.00%												
#133		12	0	0	12	0	0	0	12	12	9	3	0	0.00%	0.00%	0.00%												
#134		4	0	0	4	0	3	0	1	0	0	0	1	100.00%	100.00%	100.00%												
#135		3	0	0	3	0	2	0	1	1	1	0	0	0.00%	0.00%	0.00%												
#136		0	830	0	630	428	80	50	292	115	78	37	177	25.92%	60.62%	69.41%												
#137		0	0	1	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%												
#138		104	0	0	104	22	18	2	82	35	32	3	27	33.33%	43.55%	45.78%												
#139		13	0	0	13	2	2	0	9	5	4	1	4	40.00%	44.44%	50.00%												
#140		77	0	0	77	10	12	0	55	35	30	5	20	33.33%	36.36%	40.00%												
#141		7	0	0	7	3	3	0	1	1	1	0	0	0.00%	0.00%	0.00%												
#142		0	0	122	122	45	13	3	81	32	29	3	29	28.16%	47.54%	50.00%												
#143		6	0	0	6	0	0	0	6	2	2	0	6	75.00%	75.00%	75.00%												
#144		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%												

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (BUSINESS DETAIL)
 REPORT PERIOD: 01/01/2001 - 01/31/2001

AGGREGATE ORDER TYPES		LSR PROCESSING													FLOWTHROUGH		
Company Info		LEBOG															
		Mechanized Interface Used				Manual	Rejects	Validated			Errors						
Name	RESH / OCN	LENS	EDI	TAO	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued S/G's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation	
#145		101	0	0	101	10	17	0	74	27	24	3	47	58.02%	63.91%	66.20%	
#146		2	0	0	2	0	0	0	2	1	1	0	1	50.00%	50.00%	50.00%	
#147		3	0	0	3	3	0	0	0	0	0	0	0	0.00%	0.00%	0.00%	
#148		06	0	0	06	16	11	0	50	22	13	9	37	56.06%	62.71%	74.00%	
#149		11	0	0	11	1	6	0	4	4	4	0	0	0.00%	0.00%	0.00%	
#150		9	0	0	9	3	3	0	3	1	1	0	2	33.33%	66.67%	66.67%	
#151		0	0	6	6	2	0	0	4	0	0	0	4	66.67%	100.00%	100.00%	
#152		3	0	0	3	0	1	0	2	0	0	0	2	100.00%	100.00%	100.00%	
#153		10	0	0	10	0	0	0	10	6	5	3	2	28.57%	20.00%	28.57%	
#154		1453	0	0	1453	420	164	15	854	372	318	54	482	39.51%	56.44%	60.25%	
#155		5	0	0	5	0	1	0	4	1	1	0	3	75.00%	75.00%	75.00%	
#156		3	0	0	3	1	0	0	2	2	1	1	0	0.00%	0.00%	0.00%	
#157		20	0	0	20	2	7	0	11	4	4	0	7	53.85%	63.64%	63.64%	
#158		2	0	0	2	1	0	0	1	0	0	0	1	50.00%	100.00%	100.00%	
#159		4	0	0	4	1	0	0	3	1	0	1	2	66.67%	66.67%	100.00%	
#160		0	7	0	7	4	1	2	0	0	0	0	0	0.00%	0.00%	0.00%	
#161		06	0	0	06	20	13	1	52	25	22	3	27	36.13%	51.92%	55.10%	
#162		19	0	0	19	4	7	0	6	3	3	0	5	41.67%	62.50%	62.50%	
#163		7	0	0	7	0	0	0	7	1	1	0	6	85.71%	85.71%	85.71%	
#164		5	0	0	5	1	1	0	3	1	1	0	2	50.00%	66.67%	66.67%	
#165		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%	
#166		25	0	0	25	9	0	0	18	5	5	0	11	44.00%	68.75%	68.75%	
#167		2	0	0	2	0	0	0	2	2	1	1	0	0.00%	0.00%	0.00%	
#168		3	0	0	3	0	2	0	1	0	0	0	1	100.00%	100.00%	100.00%	
#169		62	0	0	62	19	8	0	55	24	20	4	31	44.29%	58.36%	60.78%	
#170		5	0	0	5	1	0	0	4	4	4	0	0	0.00%	0.00%	0.00%	
#171		2	0	0	2	1	0	0	1	1	1	0	0	0.00%	0.00%	0.00%	
#172		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%	
#173		165	0	0	165	16	16	4	129	48	42	6	81	59.27%	62.79%	65.85%	
#174		13	0	0	13	0	1	2	10	4	4	0	6	60.00%	60.00%	60.00%	
#175		138	0	0	138	32	11	0	83	29	20	9	64	55.17%	68.82%	76.16%	
#176		06	0	0	06	27	5	3	61	29	27	2	32	37.21%	52.48%	54.24%	
#177		110	0	0	110	18	10	3	79	31	20	11	48	55.81%	60.78%	70.56%	
#178		113	0	0	113	9	3	0	101	26	25	1	75	68.61%	74.26%	75.00%	
#179		59	0	0	59	3	5	3	48	17	13	4	31	65.96%	64.56%	70.45%	
#180		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%	

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (BUSINESS DETAIL)
 REPORT PERIOD: 01/01/2001 - 01/31/2001

AGGREGATE ORDER TYPES																												
Company Info		LSR PROCESSING												FLOWTHROUGH														
		LEBOG																										
		Mechanized Interface Used				Manual		Rejects		Validated		Errors																
Name	RESH / OCM	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation												
#181		45	0	0	45	9	8	0	30	14	8	8	16	48.46%	63.33%	68.07%												
#182		86	0	0	86	7	14	3	72	34	28	6	38	52.05%	62.78%	67.88%												
#183		277	0	0	277	109	22	3	143	51	39	12	92	38.33%	64.34%	70.23%												
#184		847	0	0	847	102	104	10	431	172	154	18	250	50.29%	80.08%	82.71%												
#185		10	0	0	10	3	2	0	5	4	4	0	1	12.50%	20.00%	20.00%												
#186		17	0	0	17	2	5	1	9	7	5	2	2	22.22%	22.22%	28.57%												
#187		336	0	0	336	115	25	7	189	101	82	19	88	30.88%	48.56%	51.76%												
#188		0	0	2	2	1	1	0	0	0	0	0	0	0.00%	0.00%	0.00%												
#189		15	0	0	15	3	0	0	12	4	4	0	8	53.33%	66.67%	66.67%												
#190		4	0	0	4	2	0	0	2	2	2	0	0	0.00%	0.00%	0.00%												
#191		3	0	0	3	0	1	0	2	0	0	0	2	100.00%	100.00%	100.00%												
#192		57	0	0	57	5	13	1	38	12	12	0	26	80.47%	88.42%	88.42%												
#193		156	0	0	156	37	9	0	110	31	30	1	79	54.11%	71.82%	72.48%												
#194		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%												
#195		4	0	0	4	1	2	0	1	0	0	0	1	50.00%	100.00%	100.00%												
#196		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%												
#197		3	0	0	3	0	1	0	2	1	0	1	1	100.00%	50.00%	100.00%												
LENS Subtotal		12789	0	0	12789	2864	1361	187	8377	3238	2761	475	5141	47.86%	61.37%	65.06%												
EDI Subtotal		0	841	0	841	432	81	52	298	118	79	37	180	28.05%	60.81%	68.50%												
TAG Subtotal		0	0	799	799	288	155	15	341	178	129	50	182	27.86%	47.51%	55.67%												
TOTAL INTERFACES		12789	841	799	14429	3604	1877	234	9014	3831	2968	662	6463	48.48%	68.83%	64.87%												

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (UNE DETAIL)
 REPORT PERIOD: 01/01/2001 - 01/31/2001

AGGREGATE ORDER TYPES		LSR PROCESSING											FLOWTHROUGH				
Company Info		LESOG															
Name	RESH / OCN	Mechanized Interface Used			Total Mech	Manual		Rejected		Validated		Errors			Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
		LENS	EDI	TAG	LSR's	Total Manual	Auto Clarification	Z Status	LSR's	Total System	BST Caused	CLEC Caused	Issued SO's				
					Fallout	Fallout			Fallout	Fallout	Fallout						
#1		172	0	0	172	10	20	1	135	24	23	1	111	77.06%	82.22%	82.84%	
#2		2087	0	0	2087	143	316	21	2207	404	328	76	1803	79.29%	81.86%	84.81%	
#3		18	0	0	18	0	4	0	14	0	0	0	14	100.00%	100.00%	100.00%	
#4		13	0	0	13	2	0	0	11	1	1	0	10	76.92%	80.81%	80.81%	
#5		179	0	0	179	21	17	2	139	17	15	2	122	77.22%	87.77%	89.05%	
#6		0	0	27	27	18	4	0	5	5	5	0	0	0.00%	0.00%	0.00%	
#7		0	375	0	375	264	83	20	28	15	10	5	13	4.53%	48.43%	56.52%	
#8		8	0	0	8	0	0	4	4	3	1	2	1	50.00%	25.00%	50.00%	
#9		0	129	0	129	40	27	13	49	19	8	13	30	39.47%	81.22%	83.33%	
#10		0	108	0	108	27	21	20	36	22	9	13	18	30.77%	42.11%	84.00%	
#11		0	0	1	1	0	0	0	1	1	0	1	0	0.00%	0.00%	0.00%	
#12		19	0	0	19	3	8	1	7	4	4	0	3	30.00%	42.86%	42.86%	
#13		0	84	0	84	23	20	22	19	19	14	5	0	0.00%	0.00%	0.00%	
#14		0	0	39	39	8	28	0	3	3	1	2	0	0.00%	0.00%	0.00%	
#15		102	0	0	102	49	43	1	9	9	7	2	0	0.00%	0.00%	0.00%	
#16		0	0	19072	19072	2970	4151	118	11833	2589	1899	890	9244	65.50%	78.12%	82.96%	
#17		4443	0	0	4443	351	327	13	3752	620	426	84	3232	80.82%	86.14%	88.35%	
#18		0	379	0	379	355	10	2	12	11	11	0	1	0.27%	6.33%	6.33%	
#19		3	0	0	3	0	1	0	2	2	0	2	0	0.00%	0.00%	0.00%	
#20		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%	
#21		0	184	0	184	132	18	12	4	1	0	1	3	2.22%	75.00%	100.00%	
#22		152	0	0	152	82	10	18	82	48	36	10	16	14.04%	25.81%	30.77%	
#23		0	0	22	22	0	17	2	3	3	2	1	0	0.00%	0.00%	0.00%	
#24		35	0	0	35	0	15	3	17	13	8	5	4	33.33%	23.53%	33.33%	
#25		11	0	0	11	1	6	1	3	3	3	0	0	0.00%	0.00%	0.00%	
#26		21	0	0	21	0	9	7	5	4	3	1	1	25.00%	20.00%	25.00%	
#27		20	0	0	20	4	8	2	6	6	6	0	0	0.00%	0.00%	0.00%	
#28		86	0	0	86	35	18	0	33	27	20	7	6	9.84%	18.18%	23.08%	
#29		0	2	0	2	0	0	0	2	2	0	2	0	0.00%	0.00%	0.00%	
#30		3	0	0	3	0	1	0	2	0	0	0	2	100.00%	100.00%	100.00%	
#31		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%	
#32		1350	0	0	1350	201	149	0	1000	199	151	48	801	69.47%	80.10%	84.14%	
#33		412	0	0	412	76	40	1	289	48	38	8	243	68.07%	84.08%	86.48%	
#34		96	0	0	96	5	21	0	70	41	24	17	29	50.00%	41.43%	54.72%	
#35		110	0	0	110	10	41	0	59	31	18	13	28	50.00%	47.65%	60.87%	
#36		2	0	0	2	0	1	0	1	1	0	1	0	0.00%	0.00%	0.00%	
#37		3	0	0	3	1	1	0	1	1	1	0	0	0.00%	0.00%	0.00%	

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (UNE DETAIL)
 REPORT PERIOD: 01/01/2001 - 01/31/2001

AGGREGATE ORDER TYPES		LSR PROCESSING												FLOWTHROUGH				
Company Info		LESQ																
Name	RESH / OCN	Mechanized Interface Used				Manual		Rejected		Validated		Errors			Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
		LEHB	EDH	TAG	Total Mech LBR's	Total Manual Follout	Auto Clarification	Z Status	LSR's	Total System Follout	BST Caused Follout	CLEC Caused Follout						
#38		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%		
#39		0	0	130	130	23	53	1	53	15	10	5	38	53.52%	71.70%	78.17%		
#40		3	0	0	3	0	0	0	3	2	0	2	1	100.00%	33.33%	100.00%		
#41		2	0	0	2	0	1	0	1	1	1	0	0	0.00%	0.00%	0.00%		
#42		0	0	6	6	2	1	0	2	2	2	0	0	0.00%	0.00%	0.00%		
#43		0	0	28	28	0	2	1	25	23	21	2	2	8.70%	8.00%	8.70%		
#44		0	0	27	27	14	0	1	12	12	10	2	0	0.00%	0.00%	0.00%		
#45		0	0	8	8	3	0	0	3	3	3	0	0	0.00%	0.00%	0.00%		
#46		0	0	2	2	0	0	0	2	2	2	0	0	0.00%	0.00%	0.00%		
#47		0	0	1	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%		
#48		0	0	1	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%		
#49		0	0	1	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%		
#50		1293	0	0	1293	101	234	23	935	294	204	80	851	88.10%	88.83%	78.14%		
#51		18	0	0	18	3	7	0	8	8	8	0	0	0.00%	0.00%	0.00%		
#52		0	0	7	7	6	0	0	1	0	0	0	1	14.29%	100.00%	100.00%		
#53		38	0	0	38	13	4	1	20	5	4	1	15	48.89%	75.00%	78.85%		
#54		4	0	0	4	1	1	0	2	2	2	0	0	0.00%	0.00%	0.00%		
#55		67	0	0	67	7	17	1	42	21	18	2	21	44.86%	50.00%	52.50%		
#56		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%		
#57		0	0	40	40	0	7	0	24	10	4	8	14	51.85%	58.33%	77.78%		
#58		8895	0	0	8895	1488	870	156	6379	1728	1498	232	4651	80.82%	72.81%	75.68%		
#59		11	0	0	11	1	5	0	5	3	3	0	2	33.33%	40.00%	40.00%		
#60		0	0	2	2	2	0	0	0	0	0	0	0	0.00%	0.00%	0.00%		
#61		0	0	15	15	15	0	0	0	0	0	0	0	0.00%	0.00%	0.00%		
#62		0	0	2	2	2	0	0	0	0	0	0	0	0.00%	0.00%	0.00%		
#63		0	0	1	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%		
#64		15	0	0	15	0	8	1	8	2	2	0	6	75.00%	75.00%	75.00%		
#65		255	0	0	255	39	13	1	202	34	31	3	188	70.59%	83.17%	84.42%		
#66		45	0	0	45	0	9	0	38	2	1	1	34	87.14%	84.44%	87.14%		
#67		84	0	0	84	7	15	0	82	5	4	1	57	83.82%	81.84%	83.44%		
#68		47	0	0	47	2	10	0	35	6	5	1	29	80.58%	82.88%	85.29%		
#69		213	0	0	213	27	54	0	132	21	17	4	111	71.81%	84.00%	86.72%		
#70		0	0	1028	1028	223	4	15	788	155	131	24	631	84.08%	80.28%	82.81%		
#71		305	0	0	305	41	50	1	213	57	41	18	158	65.55%	73.24%	79.19%		
#72		8	0	0	8	2	4	0	0	0	0	0	0	0.00%	0.00%	0.00%		
#73		2	0	0	2	0	1	0	1	1	0	1	0	0.00%	0.00%	0.00%		
#74		35	0	0	35	0	3	1	31	4	1	3	27	88.43%	87.10%	88.43%		

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (UNE DETAIL)
 REPORT PERIOD: 01/01/2001 - 01/31/2001

AGGREGATE ORDER TYPES		LSR PROCESSING											FLOWTHROUGH					
Company Info		LESQJ																
Name	RESH / OCN	Mechanized Interface Used				Manual		Rejected		Validated		Errors			Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
		LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Z Status	LSR's	Total System Fallout	BSY Caused Fallout	CLEC Caused Fallout						
#75		36	0	0	36	3	5	1	27	5	2	3	22	81.65%	81.65%	81.67%		
#76		888	0	0	888	80	117	4	785	87	81	6	688	81.20%	88.82%	88.80%		
#77		157	0	0	157	42	21	1	93	25	23	2	68	51.13%	73.12%	74.73%		
#78		0	108	0	108	43	37	7	21	20	2	18	1	2.17%	4.78%	33.33%		
#79		0	1037	0	1037	668	108	45	417	53	17	36	384	42.98%	87.29%	95.54%		
#80		1808	0	0	1808	187	56	9	1574	443	341	102	1131	68.01%	71.88%	78.83%		
#81		0	0	6	6	1	0	0	5	3	2	1	2	40.00%	40.00%	50.00%		
#82		0	0	7	7	5	1	0	1	1	1	0	0	0.00%	0.00%	0.00%		
#83		4	0	0	4	0	0	0	4	2	1	1	2	66.67%	50.00%	68.87%		
#84		13	0	0	13	0	0	1	12	9	3	8	3	50.00%	25.00%	50.00%		
#85		0	0	123	123	41	4	0	78	21	20	1	57	48.31%	73.08%	74.03%		
#86		5	0	0	5	0	0	0	5	0	0	0	5	100.00%	100.00%	100.00%		
#87		0	1	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%		
#88		489	0	0	489	58	22	2	407	108	105	4	288	64.84%	73.22%	73.96%		
#89		18	0	0	18	1	8	0	9	7	8	1	2	22.22%	22.22%	25.00%		
#90		165	0	0	165	22	24	2	117	31	28	3	86	63.24%	73.50%	75.44%		
#91		8	0	0	8	1	3	0	4	4	4	0	0	0.00%	0.00%	0.00%		
#92		8	0	0	8	4	0	0	4	3	3	0	1	12.50%	25.00%	25.00%		
#93		25	0	0	25	0	13	0	12	12	12	0	0	0.00%	0.00%	0.00%		
#94		0	214	0	214	108	53	20	33	26	17	9	7	5.30%	21.21%	28.17%		
#95		0	0	1	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%		
#96		5	0	0	5	0	1	0	4	3	1	2	1	50.00%	25.00%	50.00%		
#97		0	0	3	3	1	1	0	1	0	0	0	1	50.00%	100.00%	100.00%		
#98		0	0	58	58	1	29	0	29	29	29	0	0	0.00%	0.00%	0.00%		
#99		0	0	178	178	26	61	2	80	39	27	12	51	49.04%	56.87%	65.38%		
#100		0	0	14	14	1	6	0	7	7	7	0	0	0.00%	0.00%	0.00%		
#101		0	0	1	1	0	0	0	1	1	0	1	0	0.00%	0.00%	0.00%		
#102		0	0	469	469	92	143	0	234	78	48	28	158	53.02%	67.82%	78.70%		
#103		0	0	20	20	8	4	0	8	7	5	2	1	7.14%	12.50%	18.87%		
#104		0	0	1	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%		
#105		2	0	0	2	1	0	0	1	1	0	1	0	0.00%	0.00%	0.00%		
#106		0	1408	0	1408	111	41	2	1252	149	127	22	1103	82.25%	88.10%	88.87%		
#107		0	0	19	19	3	8	0	10	1	0	1	9	75.00%	90.00%	100.00%		
#108		2	0	0	2	1	0	1	0	0	0	0	0	0.00%	0.00%	0.00%		
#109		0	1	0	1	0	0	0	1	0	0	0	0	0.00%	0.00%	0.00%		
#110		0	2	0	2	2	0	0	0	0	0	0	1	100.00%	100.00%	100.00%		
#111		0	4	0	4	2	0	0	2	1	1	0	1	25.00%	50.00%	50.00%		

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (UNE DETAIL)
 REPORT PERIOD: 01/01/2001 - 01/31/2001

AGGREGATE ORDER TYPES		LSR PROCESSING													FLOWTHROUGH		
Company Info		LESQG															
Name	RESH / OCN	Mechanized Interface Used				Manual	Rejects	Validated			Errors				Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
		LENS	EDI	TAG	Total Mech LSR's	Manual Follout	Auto Clarification	Z Status	LSR's	Total System Follout	BSF Caused Follout	CLEC Caused Follout	Issued SO's				
#112		0	188	0	188	141	22	18	17	11	10	1	0	3.82%	36.28%	37.80%	
#113		0	219	0	219	187	24	11	8	5	2	3	3	1.74%	37.60%	60.00%	
#114		0	401	0	401	300	59	18	24	18	12	6	6	1.89%	25.00%	33.33%	
#115		52	0	0	52	0	0	2	50	36	0	36	14	100.00%	28.00%	100.00%	
#116		73	0	0	73	11	1	13	48	25	20	5	23	42.59%	47.82%	63.46%	
#117		248	0	0	248	33	21	0	194	36	35	1	156	69.81%	81.44%	81.87%	
#118		158	0	0	158	23	14	0	122	41	38	5	61	57.86%	68.38%	89.23%	
#119		5	0	0	5	0	2	0	3	2	2	0	1	23.33%	33.33%	33.33%	
#120		0	0	65	65	17	11	0	37	9	7	2	28	53.85%	75.66%	80.00%	
#121		0	0	40	40	5	8	0	29	6	6	0	23	67.85%	79.31%	79.31%	
#122		0	0	24	24	7	4	0	13	10	6	4	3	18.75%	23.08%	33.33%	
#123		0	0	80	80	13	5	0	42	22	18	4	20	39.22%	47.82%	52.63%	
#124		487	0	0	487	72	38	4	373	113	91	22	290	61.47%	69.71%	74.07%	
#125		199	0	0	199	36	18	3	144	42	30	12	102	60.71%	70.83%	77.27%	
#126		226	0	0	226	32	30	3	161	85	67	18	78	43.43%	47.20%	53.15%	
#127		808	0	0	808	137	52	8	611	185	170	15	428	58.12%	69.72%	71.48%	
#128		48	0	0	48	13	22	2	11	11	10	1	0	0.00%	0.00%	0.00%	
LENS Subtotal		27319	0	0	27319	3443	2837	318	20721	4907	4025	882	15814	67.92%	78.32%	79.71%	
EDI Subtotal		0	4821	0	4821	2181	503	210	1927	372	239	134	1555	39.13%	89.70%	86.73%	
TAG Subtotal		0	0	21548	21548	3517	4549	140	13342	3058	2299	780	10284	64.00%	77.08%	81.92%	
TOTAL INTERFACES		27319	4821	21548	63688	8141	7889	668	34990	8337	6832	1998	27683	63.83%	78.84%	80.89%	

Timmons, King C (K.C.), NCAM

From: Porter, Phillip [Phillip.Porter@bellsouth.com]
Sent: Tuesday, February 27, 2001 1:33 PM
To: Timmons, King C (K.C.), NCAM
Cc: Jamerson, Joy; Gardner, Deborah L; Sherwood, Suzy
Subject: Flow Thru Keys for January 2001 and Response to Feedback Requests

2-27-01

K.C.

The following Keys are for the January 2001 Flow Thru reports in PMAP.
I have been holding your keys until the LNP Flow Thru reports was posted.
It was posted on 2-23-01.

LNP (& LNP Fatal Rejects)

#2	7421
#17	7125

Aggregate

#8	7680
#9	7421
#22	7125

Residence

#216	7421
#217	7680

Business

#160	7421
#22	7125
#23	7125
#24	7125

UNE

#18	7125
#19	8392
#105	7421
#106	7680
#107	7680
#108	7680

Fatal Rejects

#44	7125
#209	7421
#210	7680

Also, you requested in a feedback request dated February to repost the January LSR Detail report. I have taken care to have this done, and you can now repull this report from the Miscellaneous folder in PMAP.

If you need additional information please call me.

Thanks,

Phil Porter
Manager - Performance Measures
BellSouth
404-927-2182

Exhibit SEN-12
Letter from K. C. Timmons to Jan Flint
Dated June 28, 2001



Southern Region
KC Timmons
Manager Supplier Performance Measurements
Local Services - Southern Region

Room 12227
Promenade I
1200 Peachtree St. NE
Atlanta, GA 30309
404 810-3914

June 28, 2001

Jan Flint
BellSouth Interconnection Services
1960 West Exchange Place, Suite 200
Tucker, Georgia 30084

Dear Jan:

I have received, via fax, your letter of June 21 which you indicate responds to a series of letters from AT&T to you dated April 4, 6, 20 and 27, 2001. The purpose of this letter is to address inadequacies in your response that don't fully address the questions asked in AT&T's original letters.

The second paragraph of your letter addresses portions of my April 4 letter that questioned the validity of several sets of BellSouth data (not only the flow through data as your letter indicates). Your response states, "BellSouth made several changes to improve the quality of its Flow-Through data for reporting purposes" effective May 7. You also attach a carrier notification that provides some information on the changes, but it is unclear how those changes impact the discrepancies I described in my April 4 letter. Further, my letter was based on January data, and so I used data generated by BellSouth before BellSouth "improved the quality" of the Flow Through data. I have conducted another analysis of the April data and found the same flaws. That data analysis is attached. When it becomes available, I will review the May data to see if BellSouth changes corrected the LNP related problems I cited in my April 4 letter. Until that time, AT&T's concerns with the data reported by BellSouth remain. Additionally, the carrier notification only addressed LNP flow-through data. Your letter provided no explanation of the differences I cited on non-flow-through data.

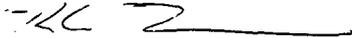
Paragraph three of your letter addresses the missing Local Number Portability (LNP) ordering data for Operating Company Number (OCN) 7125 that I raised in my April 6 letter. I agree that AT&T has now started receiving reports for that OCN, but issues about the accuracy of that data remain, given the lack of underlying raw data and my concerns stated in paragraph two above. Additionally, you did not address concerns in my letter around the ability for AT&T to receive any remedy payments it might be due. On January 12, 2001, the Georgia Public Service Commission, in Docket 7892-U ordered that BellSouth put in place a remedy plan 45 days from the Commission's Order. This remedy plan includes rejection and FOC timeliness. Given the apparent instability of the systems BellSouth uses to report AT&T's performance, please describe the steps to be taken by BellSouth to retain historical LNP data.

The fourth paragraph of your letter responds to some of the issues I raised in the April 20 letter about improper exclusions to your Firm Order Confirmation (FOC) and Reject Interval measures. As you note in your letter, Denise Berger also communicated with William Stacy regarding this issue and received a written response from Mr. Bennett Ross, a BellSouth attorney. AT&T will respond separately to Mr. Ross's letter.

The fifth and final paragraph of your letter deals with AT&T's April 27 letter that you state, "points out a lack of completion notices for partially mechanized orders." Your response indicates that "full implementation of this measure, containing the three mechanization categories will be available on BellSouth's PMAP web-site on June 21, 2001 for May performance data." Again, AT&T will review the validated PMAP data, once it is available to ensure our concerns were addressed.

Once again, AT&T is requesting a meeting with BellSouth in order to discuss in more detail these potential data integrity issues. Please let me know your availability as soon as possible. I can be contacted at 404-810-3914.

Sincerely,



KC Timmons

Copy to: Denise Berger

Attachment

Potential Discrepancies Among BellSouth's Performance Reports – April 2001

Data Area (Paired areas should match)	UNE-P (7680)	UNE-P (8392)	7421 – LNP	7421 – Non LNP	7125 – LNP	7125 – Non LNP	B'band GA (7170)	B'band GA – LNP (7170)
# LSRs submitted –% reject–mechanized	28	354	91	163	3086	76	3261	2878
# LSRs submitted Flow-through report	28	354	91	167	3086	460	3261	2878
# Fully mechanized rejections	2	72	0	24	97	28	369	26
# Auto clarifications – Flow-through report	2	108	0	28	257	28	369	25
# Partially Mechanized rejections	0	89	30	15	842	12	112	137
# CLEC caused fall-out-Flow-through report	0	29	1	5	235	17	84	61
# Fully Mechanized FOCs	26	119	1	92	557	23	2375	2478
# Issued Service Orders-Flow-through report.	26	114	0	91	742	21	2367	2233
# completed orders from LNP Missed Appointments metric	N/A	N/A	64	N/A	3881	N/A	N/A	5421
# completed orders from LNP Disconnect metric	N/A	N/A	107	N/A	3135	N/A	N/A	0
# completed orders from Missed Appointments metric	0	247	64	105	3881	1288	N/A	5421
# completed orders from Average Completion Notice Interval raw data files	0	113	0	42	0	5	N/A	0
# completed orders from Missed Appointments metric – UNE w/LNP	N/A	N/A	N/A	N/A	709	N/A	N/A	N/A
# completed orders from Hot Cut Timeliness Metric raw data	N/A	N/A	N/A	N/A	663	N/A	N/A	N/A

Exhibit SEN-13
Raw Data File from PMAP April Data

Reject Interval Raw Data
 April 2001
 OCN 7125

RQ_ID	LON_ID	OCN	IPON	VER	STATE_ID	REQTYPE_CD	PROD_DESC	MECHZTN	ACTVY_TYPE_ID	S_RQ_STAT	TD_STATUS_UPDATE
728904		7125	ZXNSHP0100489A	5	TN	A	UNE 2 Wire Loop (Ordering)	Mechanized	D	AUTO CLAR	4/26/2001 11:41
835467		7125	ZXNSHP0100489A	4	TN	A	UNE 2 Wire Loop (Ordering)	Mechanized	D	AUTO CLAR	4/26/2001 8:51
816539		7125	ZXRLGP0100278	2	NC	A	UNE 2 Wire Loop (Ordering)	Mechanized	D	AUTO CLAR	4/23/2001 11:50
798627		7125	ZXNSHP0100489A	2	TN	A	UNE 2 Wire Loop (Ordering)	Mechanized	D	AUTO CLAR	4/17/2001 9:51
705161		7125	ZXNSHP0100671	0	TN	A	UNE 2 Wire Loop (Ordering)	Mechanized	D	AUTO CLAR	4/25/2001 6:07
695658		7125	ZXRLGP0100278	3	NC	A	UNE 2 Wire Loop (Ordering)	Mechanized	D	AUTO CLAR	4/26/2001 6:01
628567		7125	ZXNSHP0100489A	3	TN	A	UNE 2 Wire Loop (Ordering)	Mechanized	D	AUTO CLAR	4/23/2001 10:15
595525		7125	ZXRLGP0100278	0	NC	A	UNE 2 Wire Loop (Ordering)	Mechanized	D	AUTO CLAR	4/13/2001 6:03
592934		7125	ZKKNXP0100206	0	TN	A	UNE 2 Wire Loop (Ordering)	Mechanized	D	AUTO CLAR	4/18/2001 6:03
806847		7125	ZXNSHP0100639	0	TN	A	UNE 2 Wire Loop (Ordering)	Mechanized	D	AUTO CLAR	4/21/2001 6:04
628711		7125	ZXCHNP0100622	3	TN	A	UNE 2 Wire Loop (Ordering)	Mechanized	D	AUTO CLAR	4/23/2001 10:32
627651		7125	ZXCHNP0100622	0	TN	A	UNE 2 Wire Loop (Ordering)	Mechanized	D	AUTO CLAR	4/18/2001 9:50
620501		7125	ZXNSHP0100489A	0	TN	A	UNE 2 Wire Loop (Ordering)	Mechanized	D	AUTO CLAR	4/11/2001 14:14
619995		7125	ZXCHAP0100652	0	NC	A	UNE 2 Wire Loop (Ordering)	Mechanized	D	AUTO CLAR	4/21/2001 6:01
605688		7125	ZKKNXP0100160	5	TN	A	UNE 2 Wire Loop (Ordering)	Mechanized	D	AUTO CLAR	4/19/2001 13:55
591988		7125	ZKKNXP0100160	6	TN	A	UNE 2 Wire Loop (Ordering)	Mechanized	D	AUTO CLAR	4/19/2001 15:07
786709		7125	ZXCHNP0100622	2	TN	A	UNE 2 Wire Loop (Ordering)	Mechanized	D	AUTO CLAR	4/19/2001 15:07
701709		7125	ZXCHNP0100622	4	TN	A	UNE 2 Wire Loop (Ordering)	Mechanized	D	AUTO CLAR	4/26/2001 6:04
673570		7125	ZXORLP0100609	0	FL	A	UNE 2 Wire Loop (Ordering)	Mechanized	D	AUTO CLAR	4/26/2001 6:01
636566		7125	ZXCHAY9901035Z	0	NC	A	UNE 2 Wire Loop (Ordering)	Mechanized	D	AUTO CLAR	4/9/2001 15:17
826569		7125	ZKKNXP0100218	0	TN	A	UNE 2 Wire Loop (Ordering)	Mechanized	N	AUTO CLAR	4/26/2001 6:03
647674		7125	ZXCHNP0100423Z	0	TN	A	UNE 2 Wire Loop (Ordering)	Mechanized	N	AUTO CLAR	4/4/2001 10:51
604280		7125	ZXCHAY0100187	0	TN	A	UNE 2 Wire Loop (Ordering)	Mechanized	N	AUTO CLAR	4/20/2001 14:07
588468		7125	ZXORLP0100539	3	FL	A	UNE 2 Wire Loop (Ordering)	Mechanized	N	AUTO CLAR	4/16/2001 9:08
805090		7125	ZXORLP0100539	2	FL	A	UNE 2 Wire Loop (Ordering)	Mechanized	N	AUTO CLAR	4/13/2001 13:52
797690		7125	ZXORLP0100539	0	FL	A	UNE 2 Wire Loop (Ordering)	Mechanized	N	AUTO CLAR	4/10/2001 21:06
719205		7125	ZXATL70102429	0	GA	A	UNE 2 Wire Loop (Ordering)	Mechanized	N	AUTO CLAR	4/25/2001 11:07
651643		7125	078031FPRH000011	0	FL	A	UNE 2 Wire Loop (Ordering)	Mechanized	V	AUTO CLAR	4/5/2001 10:49
974547	4594478	7125	MIAP0101961D	1	FL	C	NP	Non_Mechanized	C	INCLR	4/4/2001 13:17
970533	4590030	7125	XXXXXXXXXXD		FL	C	NP	Non_Mechanized	C	INCLR	4/4/2001 8:30
1031250	4650009	7125	MIAP041801SX	1	FL	C	NP	Non_Mechanized	D	INCLR	4/21/2001 9:24
989014	4606030	7125	NSHP0100584D	2	TN	C	NP	Non_Mechanized	D	INCLR	4/9/2001 11:00
971627	4583535	7125	NSHP0100518D	1	TN	C	NP	Non_Mechanized	D	INCLR	4/2/2001 15:17
1032727	4657375	7125	MIAP0102762D	1	FL	C	NP	Non_Mechanized	D	INCLR	4/24/2001 11:46
996109	4614255	7125	CHNP030901D	2	TN	C	NP	Non_Mechanized	D	INCLR	4/12/2001 15:24
995491	4606017	7125	MIAP0102346D	3	FL	C	NP	Non_Mechanized	D	INCLR	4/9/2001 11:18
990400	4606025	7125	NSHP0100574D	1	TN	C	NP	Non_Mechanized	D	INCLR	4/9/2001 11:12
985882	4601931	7125	MIAP0102291D	1	FL	C	NP	Non_Mechanized	D	INCLR	4/6/2001 14:49
1073394	4646282	7125	2054020090DEL	1	AL	J	Other (Ordering)	Non_Mechanized	D	INCLR	4/19/2001 16:09
1056322	4678111	7125	4047673206PL2		FL	J	Other (Ordering)	Non_Mechanized	D	INCLR	4/30/2001 9:03
1033122	4651648	7125	9544679865FAX	1	FL	J	Other (Ordering)	Non_Mechanized	D	INCLR	4/23/2001 14:46
1021407	4635486	7125	423756575DEL		TN	J	Other (Ordering)	Non_Mechanized	D	INCLR	4/18/2001 11:51
981653	4595056	7125	9543241236DEL	0	FL	J	Other (Ordering)	Non_Mechanized	D	INCLR	4/5/2001 11:06
1072597	4623556	7125	6152445900NEW	1	TN	J	Other (Ordering)	Non_Mechanized	N	INCLR	4/13/2001 14:49
1062944	4684786	7125	9548386000PL	1	FL	J	Other (Ordering)	Non_Mechanized	N	INCLR	4/30/2001 16:04

Reject Interval Raw Data

April 2001

OCN 7125

RQ_ID	LON_ID	OCN	PON	VER	STATE_ID	REQTYPE_CD	PROD_DESC	MECHZTN	ACTVY_TYPE_ID	S_RQ_STAT	TD_STATUS_UPDATE
1058069	4684778	7125	8654834326PL	1	TN	J	Other (Ordering)	Non_Mechanized	N	INCLR	4/30/2001 17:17
1050965	4672163	7125	4075622000PL		FL	J	Other (Ordering)	Non_Mechanized	N	INCLR	4/27/2001 9:42
1046292	4665547	7125	3054633000PL		FL	J	Other (Ordering)	Non_Mechanized	N	INCLR	4/26/2001 16:16
1044097	4666575	7125	7704978800PL	1	GA	J	Other (Ordering)	Non_Mechanized	N	INCLR	4/26/2001 17:01
1035364	4660465	7125	5612261309PL		FL	J	Other (Ordering)	Non_Mechanized	N	INCLR	4/24/2001 17:13
1033946	4651668	7125	9545231913NEW		FL	J	Other (Ordering)	Non_Mechanized	N	INCLR	4/23/2001 15:07
1028907	4649830	7125	7704279326PL2	0	GA	J	Other (Ordering)	Non_Mechanized	N	INCLR	4/21/2001 9:36
1023525	4637520	7125	2054212550PL2	0	AL	J	Other (Ordering)	Non_Mechanized	N	INCLR	4/18/2001 15:48
1019614	4635952	7125	5618208736PL	1	FL	J	Other (Ordering)	Non_Mechanized	N	INCLR	4/18/2001 12:34
1019587	4642239	7125	4237565757NEW		TN	J	Other (Ordering)	Non_Mechanized	N	INCLR	4/19/2001 12:36
1004623	4624576	7125	7042485000PL		NC	J	Other (Ordering)	Non_Mechanized	N	INCLR	4/13/2001 15:13
1003982	4622809	7125	4079999812PL		FL	J	Other (Ordering)	Non_Mechanized	N	INCLR	4/13/2001 16:51
995517	4615498	7125	4078414581PL	3	FL	J	Other (Ordering)	Non_Mechanized	N	INCLR	4/11/2001 9:00
977890	4590930	7125	8658242848PL		TN	J	Other (Ordering)	Non_Mechanized	N	INCLR	4/4/2001 13:45
976632	4592058	7125	7704279326PL	0	GA	J	Other (Ordering)	Non_Mechanized	N	INCLR	4/4/2001 14:19
1060421	4678349	7125	4237565034PL3	1	TN	J	Other (Ordering)	Non_Mechanized	R	INCLR	4/30/2001 11:11
1046258	4665663	7125	2053224122PL		AL	J	Other (Ordering)	Non_Mechanized	R	INCLR	4/26/2001 10:40
1030314	4651393	7125	6153270603CHG	1	TN	J	Other (Ordering)	Non_Mechanized	R	INCLR	4/21/2001 9:07
1029904	4650496	7125	4237565757CHG	2	TN	J	Other (Ordering)	Non_Mechanized	R	INCLR	4/21/2001 9:18
1015747	4631879	7125	7705640492BKS	1	GA	J	Other (Ordering)	Non_Mechanized	R	INCLR	4/17/2001 13:28
839291		7125	ZXCHAP0100574	2	NC	A	UNE 2 Wire Loop (Ordering)	Partially_Mechanized	D	CLAR RETURN	4/30/2001 7:38
823001		7125	ZXCHNP0100695	2	TN	A	UNE 2 Wire Loop (Ordering)	Partially_Mechanized	D	CLAR RETURN	4/26/2001 5:41
628864		7125	ZXKNXP0100160	4	TN	A	UNE 2 Wire Loop (Ordering)	Partially_Mechanized	D	CLAR RETURN	4/19/2001 11:32
605547		7125	ZXMIAY0103625A	0	FL	A	UNE 2 Wire Loop (Ordering)	Partially_Mechanized	D	CLAR RETURN	4/19/2001 12:20
600474		7125	ZXMIAY0103625B	0	FL	A	UNE 2 Wire Loop (Ordering)	Partially_Mechanized	D	CLAR RETURN	4/18/2001 13:56
666870		7125	ZXCHNP0100695	0	TN	A	UNE 2 Wire Loop (Ordering)	Partially_Mechanized	D	CLAR RETURN	4/25/2001 8:30
797515		7125	ZXCHAP0100622	0	NC	A	UNE 2 Wire Loop (Ordering)	Partially_Mechanized	N	CLAR RETURN	4/19/2001 11:46
653842		7125	ZXCHNP0100423Z	3	TN	A	UNE 2 Wire Loop (Ordering)	Partially_Mechanized	N	CLAR RETURN	4/5/2001 15:27
633194		7125	ZXCHAP0100622	2	NC	A	UNE 2 Wire Loop (Ordering)	Partially_Mechanized	N	CLAR RETURN	4/19/2001 15:15
620258		7125	ZXCHAP0100622	3	NC	A	UNE 2 Wire Loop (Ordering)	Partially_Mechanized	N	CLAR RETURN	4/23/2001 16:16
592217		7125	078031PPRH000011	2	FL	A	UNE 2 Wire Loop (Ordering)	Partially_Mechanized	V	CLAR RETURN	4/11/2001 12:32
41298		7125	4072486424CHG	0	EL	J	Other (Ordering)	Partially_Mechanized	R	CLAR RETURN	4/23/2001 10:15

OCN 7125 Service Order Raw Data

RQ_ID	LON_ID	OCN	PON	VER	STATE_ID	REQTYPE_CD	PROD_DESC	MECHZTN	ACTVY_TYPE_ID	TD_STATUS_UPDATE	SYSTEM_INIT_ID
985170	4605709	7125	7705763900CHG	0	GA	J	Other (Ordering)	Non_Mechanized	R	4/6/2001 14:12	
989120	4605167	7125	9543314600CHG		FL	J	Other (Ordering)	Non_Mechanized	R	4/6/2001 13:22	
1015747	4631879	7125	7705640492BKS	1	GA	J	Other (Ordering)	Non_Mechanized	R	4/16/2001 15:58	
1056470	4676418	7125	2053224122PL		AL	J	Other (Ordering)	Non_Mechanized	R	4/27/2001 11:36	
1060421	4678349	7125	4237565034PL3	1	TN	J	Other (Ordering)	Non_Mechanized	R	4/27/2001 16:58	
1062399	4678047	7125	2053224122PL3	0	AL	J	Other (Ordering)	Non_Mechanized	R	4/27/2001 15:42	
1046258	4665663	7125	2053224122PL		AL	J	Other (Ordering)	Non_Mechanized	R	4/25/2001 11:58	
1027915	4649807	7125	6153270606CHG	0	TN	J	Other (Ordering)	Non_Mechanized	R	4/20/2001 11:24	
1029904	4650496	7125	4237565757CHG	2	TN	J	Other (Ordering)	Non_Mechanized	R	4/20/2001 13:45	
997779	4610218	7125	7709395369BKS		GA	J	Other (Ordering)	Non_Mechanized	R	4/9/2001 13:16	
1030314	4651393	7125	6153270603CHG	1	TN	J	Other (Ordering)	Non_Mechanized	R	4/20/2001 15:31	
1065222	4686015	7125	3054633000CHG		FL	J	Other (Ordering)	Non_Mechanized	R	4/30/2001 14:20	
1058080	4678359	7125	4237565757CHG	1	TN	J	Other (Ordering)	Non_Mechanized	R	4/27/2001 17:15	
839291		7125	ZXCHAP0100574	2	NC	A	UNE 2 Wire Loop (Ordering)	Partially_Mechanized	D	4/27/2001 17:25	EDI
823001		7125	ZXCHNP0100695	2	TN	A	UNE 2 Wire Loop (Ordering)	Partially_Mechanized	D	4/25/2001 9:50	EDI
696472		7125	ZXKNXP0100226	0	TN	A	UNE 2 Wire Loop (Ordering)	Partially_Mechanized	D	4/26/2001 23:05	EDI
666870		7125	ZXCHNP0100695	0	TN	A	UNE 2 Wire Loop (Ordering)	Partially_Mechanized	D	4/24/2001 13:41	EDI
649080		7125	ZXMIAY0103625A	2	FL	A	UNE 2 Wire Loop (Ordering)	Partially_Mechanized	D	4/23/2001 10:15	EDI
628864		7125	ZXKNXP0100160	4	TN	A	UNE 2 Wire Loop (Ordering)	Partially_Mechanized	D	4/18/2001 14:48	EDI
605547		7125	ZXMIAY0103625A	0	FL	A	UNE 2 Wire Loop (Ordering)	Partially_Mechanized	D	4/19/2001 7:40	EDI
600474		7125	ZXMIAY0103625B	0	FL	A	UNE 2 Wire Loop (Ordering)	Partially_Mechanized	D	4/17/2001 15:15	EDI
822384		7125	ZXORLY0100996	2	FL	A	UNE 2 Wire Loop (Ordering)	Partially_Mechanized	N	4/23/2001 10:15	EDI
797515		7125	ZXCHAP0100622	0	NC	A	UNE 2 Wire Loop (Ordering)	Partially_Mechanized	N	4/18/2001 21:45	EDI
781890		7125	ZXNSHP0100640	3	TN	A	UNE 2 Wire Loop (Ordering)	Partially_Mechanized	N	4/30/2001 11:40	EDI
724754		7125	ZXA1LY0102429	2	GA	A	UNE 2 Wire Loop (Ordering)	Partially_Mechanized	N	4/25/2001 13:50	EDI
669086		7125	ZXNSHP0100640	2	TN	A	UNE 2 Wire Loop (Ordering)	Partially_Mechanized	N	4/23/2001 16:30	EDI
653842		7125	ZXCHNP0100423Z	3	TN	A	UNE 2 Wire Loop (Ordering)	Partially_Mechanized	N	4/5/2001 11:40	EDI
646577		7125	ZXGNBP0100279	0	NC	A	UNE 2 Wire Loop (Ordering)	Partially_Mechanized	N	4/20/2001 14:41	EDI
633194		7125	ZXCHAP0100622	2	NC	A	UNE 2 Wire Loop (Ordering)	Partially_Mechanized	N	4/19/2001 14:40	EDI
630665		7125	ZXCHAP0100622	4	NC	A	UNE 2 Wire Loop (Ordering)	Partially_Mechanized	N	4/24/2001 11:15	EDI
620258		7125	ZXCHAP0100622	3	NC	A	UNE 2 Wire Loop (Ordering)	Partially_Mechanized	N	4/23/2001 9:15	EDI
520962		7125	ZXCHNP0100423Z	4	TN	A	UNE 2 Wire Loop (Ordering)	Partially_Mechanized	N	4/10/2001 8:06	EDI
592217		7125	078031FFRH000011	2	FL	A	UNE 2 Wire Loop (Ordering)	Partially_Mechanized	V	4/11/2001 11:09	TAG
41298		7125	4072486424CHG	0	FL	J	Other (Ordering)	Partially_Mechanized	R	4/20/2001 10:58	WEB

OCN 7125 Service Order Raw Data

RO_ID	LON_ID	OCN	PON	VER	STATE_ID	REQTYPE_CD	PROD_DESC	MECHZTN	ACTVY_TYPE_ID	TD_STATUS_UPDATE	SYSTEM_INIT_ID
976979	4592046	7125	CHNP0100566D3		TN	C	NP	Non_Mechanized	D	4/3/2001 15:59	
977098	4592055	7125	CHNP0100566D6		TN	C	NP	Non_Mechanized	D	4/3/2001 16:06	
977595	4592057	7125	CHNP0100566D5		TN	C	NP	Non_Mechanized	D	4/3/2001 16:06	
1043438	4668555	7125	CHNPALPHA2		TN	C	NP	Non_Mechanized	D	4/26/2001 8:45	
1066390	4688538	7125	CHNP0100722D2		TN	C	NP	Non_Mechanized	D	4/30/2001 15:54	
1071429	4591404	7125	BIRP0100250D		AL	C	NP	Non_Mechanized	D	4/3/2001 16:32	
1071529	4595019	7125	CHNP0100562D		TN	C	NP	Non_Mechanized	D	4/4/2001 11:03	
977893	4590948	7125	CHNP0100566D4		TN	C	NP	Non_Mechanized	D	4/2/2001 16:20	
982390	4592053	7125	CHNP0100566D7		TN	C	NP	Non_Mechanized	D	4/3/2001 16:06	
1074261	4668585	7125	CHNP0100711D		TN	C	NP	Non_Mechanized	D	4/26/2001 8:45	
1050937	4672329	7125	ATLP0101086A	1	GA	C	NP	Non_Mechanized	P	4/26/2001 15:41	
1050905	4668607	7125	MIAP0102710D		FL	C	NP	Non_Mechanized	D	4/26/2001 8:34	
1023511	4634211	7125	9043504725	B	FL	D	Other (Ordering)	Non_Mechanized	N	4/16/2001 14:49	
1032803	4649813	7125	3363704585PL	0	NC	J	Other (Ordering)	Non_Mechanized	D	4/20/2001 11:39	
1033122	4651648	7125	9544679865FAX	1	FL	J	Other (Ordering)	Non_Mechanized	D	4/20/2001 15:59	
1035858	4657083	7125	4078515519PL		FL	J	Other (Ordering)	Non_Mechanized	D	4/23/2001 15:39	
1037912	4662340	7125	8655462149PL		TN	J	Other (Ordering)	Non_Mechanized	D	4/24/2001 16:40	
992580	4610576	7125	4234859590PL	0	TN	J	Other (Ordering)	Non_Mechanized	D	4/9/2001 15:56	
981653	4595056	7125	9543241236DEL	0	FL	J	Other (Ordering)	Non_Mechanized	D	4/4/2001 11:32	
1067083	4684795	7125	4078515519PL		FL	J	Other (Ordering)	Non_Mechanized	D	4/30/2001 11:14	
985194	4594552	7125	9543241237DEL	0	FL	J	Other (Ordering)	Non_Mechanized	D	4/4/2001 11:32	
1073394	4646282	7125	2054020090DEL	1	AL	J	Other (Ordering)	Non_Mechanized	D	4/19/2001 14:41	
1055101	4678923	7125	9547644070DEL		FL	J	Other (Ordering)	Non_Mechanized	D	4/27/2001 12:25	
1056322	4678111	7125	4047673206PL2		FL	J	Other (Ordering)	Non_Mechanized	D	4/27/2001 16:04	
1047217	4672538	7125	8653300289PL	0	TN	J	Other (Ordering)	Non_Mechanized	D	4/28/2001 16:32	
1021407	4635486	7125	4237565757DEL		TN	J	Other (Ordering)	Non_Mechanized	D	4/17/2001 13:21	
1021410	4635504	7125	4042377678DEL		GA	J	Other (Ordering)	Non_Mechanized	D	4/17/2001 13:04	
1038735	4657362	7125	4072980088PL	0	FL	J	Other (Ordering)	Non_Mechanized	N	4/23/2001 16:03	
1041028	4666065	7125	7703812022PL		GA	J	Other (Ordering)	Non_Mechanized	N	4/25/2001 12:36	
1043400	4667785	7125	3363704585PL2		NC	J	Other (Ordering)	Non_Mechanized	N	4/25/2001 15:41	
1044097	4666575	7125	7704978800PL	1	GA	J	Other (Ordering)	Non_Mechanized	N	4/25/2001 15:49	
1032283	4647528	7125	7704279326PL2		GA	J	Other (Ordering)	Non_Mechanized	N	4/19/2001 16:59	
1033946	4651668	7125	9545231913NEW		FL	J	Other (Ordering)	Non_Mechanized	N	4/24/2001 12:48	
1035364	4660465	7125	5612261309PL		FL	J	Other (Ordering)	Non_Mechanized	N	4/12/2001 12:02	
1002295	4622417	7125	7704468700PL		GA	J	Other (Ordering)	Non_Mechanized	N	4/12/2001 13:08	
1003982	4622809	7125	407999812PL		FL	J	Other (Ordering)	Non_Mechanized	N	4/12/2001 17:00	
1004623	4624576	7125	7042485000PL		NC	J	Other (Ordering)	Non_Mechanized	N	4/12/2001 12:50	
1005735	4622834	7125	6155142222PL	0	TN	J	Other (Ordering)	Non_Mechanized	N	4/17/2001 14:25	
1013758	4635922	7125	6153851631PL		TN	J	Other (Ordering)	Non_Mechanized	N	4/20/2001 12:18	
1028479	4649449	7125	6155140255PL		TN	J	Other (Ordering)	Non_Mechanized	N	4/24/2001 12:48	
1038536	4660474	7125	4238939292PL	4	TN	J	Other (Ordering)	Non_Mechanized	N	4/18/2001 17:09	
1019587	4642239	7125	4237565757NEW		TN	J	Other (Ordering)	Non_Mechanized	N	4/2/2001 16:22	
977890	4590930	7125	8658242848PL		TN	J	Other (Ordering)	Non_Mechanized	N	4/17/2001 14:12	
1019614	4635952	7125	5618208736PL	1	FL	J	Other (Ordering)	Non_Mechanized	N	4/17/2001 11:06	
1020519	4634283	7125	5616894401PL		FL	J	Other (Ordering)	Non_Mechanized	N		

OCN 7125 Service Order Raw Data

RQ_ID	LON_ID	OCN	PON	VER	STATE_ID	REQTYPE_CD	PROD_DESC	MECHZTN	ACTVY_TYPE_ID	TD_STATUS_UPDATE	SYSTEM_INIT_ID
1020931	4634778	7125	7707767670PL	0	GA	J	Other (Ordering)	Non_Mechanized	N	4/17/2001 12:58	
1071748	4591057	7125	8658242808PL	0	TN	J	Other (Ordering)	Non_Mechanized	N	4/3/2001 16:10	
1072210	4610544	7125	3056544538PL	0	FL	J	Other (Ordering)	Non_Mechanized	N	4/9/2001 15:41	
1072597	4623556	7125	61524445900NEW	1	TN	J	Other (Ordering)	Non_Mechanized	N	4/12/2001 15:47	
995984	4609785	7125	9547644070PL	0	FL	J	Other (Ordering)	Non_Mechanized	N	4/9/2001 13:06	
1017494	4631034	7125	4078414581PL	2	FL	J	Other (Ordering)	Non_Mechanized	N	4/16/2001 12:43	
1017792	4637398	7125	4238939292PL	3	TN	J	Other (Ordering)	Non_Mechanized	N	4/17/2001 16:01	
1073226	4645810	7125	6155147423PL	0	TN	J	Other (Ordering)	Non_Mechanized	N	4/19/2001 12:19	
1073678	4649489	7125	6155140255PL	1	TN	J	Other (Ordering)	Non_Mechanized	N	4/20/2001 12:12	
1073692	4655947	7125	5617475505PL	1	FL	J	Other (Ordering)	Non_Mechanized	N	4/23/2001 14:39	
1050965	4672163	7125	4075622000PL	1	FL	J	Other (Ordering)	Non_Mechanized	N	4/26/2001 14:13	
1056357	4677902	7125	7704978800PL	1	GA	J	Other (Ordering)	Non_Mechanized	N	4/27/2001 15:30	
971251	4590908	7125	4403859976PL	0	GA	J	Other (Ordering)	Non_Mechanized	N	4/3/2001 14:44	
972917	4590867	7125	7704279326PL	0	GA	J	Other (Ordering)	Non_Mechanized	N	4/3/2001 14:26	
975567	4590900	7125	7047700090PL	0	NC	J	Other (Ordering)	Non_Mechanized	N	4/3/2001 14:40	
976632	4592058	7125	7704279326PL	0	GA	J	Other (Ordering)	Non_Mechanized	N	4/3/2001 17:14	
1045363	4666398	7125	7708100041PL	1	GA	J	Other (Ordering)	Non_Mechanized	N	4/25/2001 13:29	
1045869	4668369	7125	4049425600PL	1	GA	J	Other (Ordering)	Non_Mechanized	N	4/25/2001 16:48	
1046072	4672214	7125	3059132370PL	1	FL	J	Other (Ordering)	Non_Mechanized	N	4/26/2001 15:55	
1061543	4688456	7125	4239541228CHG	0	TN	J	Other (Ordering)	Non_Mechanized	N	4/30/2001 16:43	
1061586	4687020	7125	9547764340PL	0	FL	J	Other (Ordering)	Non_Mechanized	N	4/30/2001 14:50	
1046292	4665547	7125	3054633000PL	1	FL	J	Other (Ordering)	Non_Mechanized	N	4/25/2001 13:20	
1046329	4671647	7125	4044605000PL	1	GA	J	Other (Ordering)	Non_Mechanized	N	4/26/2001 14:34	
1047203	4672065	7125	3059134100PL	1	FL	J	Other (Ordering)	Non_Mechanized	N	4/26/2001 15:31	
1023525	4637520	7125	2054212550PL2	0	AL	J	Other (Ordering)	Non_Mechanized	N	4/17/2001 17:07	
1028481	4649437	7125	6155140255PL	1	TN	J	Other (Ordering)	Non_Mechanized	N	4/20/2001 12:24	
1028907	4649830	7125	7704279326PL2	0	GA	J	Other (Ordering)	Non_Mechanized	N	4/20/2001 11:44	
1029270	4651310	7125	9549228890PL3	0	FL	J	Other (Ordering)	Non_Mechanized	N	4/20/2001 14:52	
995517	4615498	7125	4078414581PL	3	FL	J	Other (Ordering)	Non_Mechanized	N	4/10/2001 16:29	
998055	4615504	7125	7043714622PL	1	NC	J	Other (Ordering)	Non_Mechanized	N	4/10/2001 16:35	
998684	4609891	7125	3055992600PL	0	FL	J	Other (Ordering)	Non_Mechanized	N	4/9/2001 12:44	
1000918	4622494	7125	4045771079PL	1	GA	J	Other (Ordering)	Non_Mechanized	N	4/12/2001 11:48	
989665	4610567	7125	9547644070PL	0	FL	J	Other (Ordering)	Non_Mechanized	N	4/9/2001 15:56	
1062944	4684786	7125	9548386000PL	1	FL	J	Other (Ordering)	Non_Mechanized	N	4/30/2001 11:14	
1063315	4684801	7125	3056668545PL	1	FL	J	Other (Ordering)	Non_Mechanized	N	4/30/2001 11:14	
1065873	4687023	7125	9544890500PL	0	FL	J	Other (Ordering)	Non_Mechanized	N	4/30/2001 14:50	
1048060	4662354	7125	4238939292PL	4	TN	J	Other (Ordering)	Non_Mechanized	N	4/24/2001 16:51	
1050878	4677145	7125	5618445700PL	1	FL	J	Other (Ordering)	Non_Mechanized	N	4/27/2001 13:33	
1056927	4678952	7125	7704934444PL	1	GA	J	Other (Ordering)	Non_Mechanized	N	4/27/2001 12:25	
1058069	4684778	7125	8654834326PL	1	TN	J	Other (Ordering)	Non_Mechanized	N	4/30/2001 11:14	
1058944	4676888	7125	4238939292PL	4	TN	J	Other (Ordering)	Non_Mechanized	N	4/27/2001 12:13	
1001317	4615528	7125	7043321000TE	1	NC	J	Other (Ordering)	Non_Mechanized	R	4/10/2001 16:59	
1001428	4610881	7125	6152442230BK5	1	TN	J	Other (Ordering)	Non_Mechanized	R	4/9/2001 16:36	
1033905	4657310	7125	4237585757CHG	1	TN	J	Other (Ordering)	Non_Mechanized	R	4/23/2001 17:01	
1019604	4634612	7125	7043422220ADD	1	NC	J	Other (Ordering)	Non_Mechanized	R	4/17/2001 12:10	

OCN 7125 Service Order Raw Data

RQ_ID	LON_ID	OCN	PON	VER	STATE_ID	REQTYPE_CD	PROD_DESC	MECHZTN	ACTVY_TYPE_ID	TD_STATUS_UPDATE	SYSTEM_INIT_ID
835467		7125	ZXNSHP0100489A	4	TN	A	UNE 2 Wire Loop (Ordering)	Mechanized	D	4/26/2001 8:50	EDI
818376		7125	ZXCHNP0100698	0	TN	A	UNE 2 Wire Loop (Ordering)	Mechanized	D	4/24/2001 13:50	EDI
816539		7125	ZXRLGP0100278	2	NC	A	UNE 2 Wire Loop (Ordering)	Mechanized	D	4/23/2001 11:50	EDI
806847		7125	ZXNSHP0100639	0	TN	A	UNE 2 Wire Loop (Ordering)	Mechanized	D	4/20/2001 20:25	EDI
798627		7125	ZXNSHP0100489A	2	TN	A	UNE 2 Wire Loop (Ordering)	Mechanized	D	4/17/2001 9:50	EDI
792080		7125	ZXCHNP0100695	3	TN	A	UNE 2 Wire Loop (Ordering)	Mechanized	D	4/30/2001 9:55	EDI
786708		7125	ZXCHNP0100622	2	TN	A	UNE 2 Wire Loop (Ordering)	Mechanized	D	4/19/2001 15:05	EDI
728804		7125	ZXNSHP0100489A	5	TN	A	UNE 2 Wire Loop (Ordering)	Mechanized	D	4/26/2001 11:40	EDI
725322		7125	ZXATLY0102506	0	GA	A	UNE 2 Wire Loop (Ordering)	Mechanized	D	4/27/2001 14:15	EDI
705161		7125	ZXNSHP0100671	0	TN	A	UNE 2 Wire Loop (Ordering)	Mechanized	D	4/24/2001 19:51	EDI
701709		7125	ZXCHNP0100622	4	TN	A	UNE 2 Wire Loop (Ordering)	Mechanized	D	4/25/2001 23:45	EDI
696643		7125	ZXNSHP0100671	2	TN	A	UNE 2 Wire Loop (Ordering)	Mechanized	D	4/26/2001 12:40	EDI
696614		7125	ZXATLY0102503	0	GA	A	UNE 2 Wire Loop (Ordering)	Mechanized	D	4/27/2001 14:06	EDI
695658		7125	ZXRLGP0100278	3	NC	A	UNE 2 Wire Loop (Ordering)	Mechanized	D	4/26/2001 0:07	EDI
683762		7125	ZXNSHP0100639	2	TN	A	UNE 2 Wire Loop (Ordering)	Mechanized	D	4/26/2001 10:30	EDI
683606		7125	ZXATLY0102496	0	GA	A	UNE 2 Wire Loop (Ordering)	Mechanized	D	4/26/2001 15:40	EDI
673570		7125	ZXCRLP0100609	0	FL	A	UNE 2 Wire Loop (Ordering)	Mechanized	D	4/25/2001 22:45	EDI
671136		7125	ZXNSHP0100666	0	TN	A	UNE 2 Wire Loop (Ordering)	Mechanized	D	4/24/2001 18:51	EDI
636566		7125	ZXCHAY9901035Z	0	NC	A	UNE 2 Wire Loop (Ordering)	Mechanized	D	4/9/2001 15:15	EDI
628711		7125	ZXCHNP0100622	3	TN	A	UNE 2 Wire Loop (Ordering)	Mechanized	D	4/23/2001 10:30	EDI
628567		7125	ZXNSHP0100489A	3	TN	A	UNE 2 Wire Loop (Ordering)	Mechanized	D	4/23/2001 10:15	EDI
627651		7125	ZXCHNP0100622	0	TN	A	UNE 2 Wire Loop (Ordering)	Mechanized	D	4/18/2001 9:49	EDI
620501		7125	ZXNSHP0100489A	0	TN	A	UNE 2 Wire Loop (Ordering)	Mechanized	D	4/11/2001 14:12	EDI
619995		7125	ZXCHAP0100652	0	NC	A	UNE 2 Wire Loop (Ordering)	Mechanized	D	4/20/2001 21:45	EDI
605588		7125	ZXKNXP0100160	5	TN	A	UNE 2 Wire Loop (Ordering)	Mechanized	D	4/19/2001 13:55	EDI
600529		7125	ZXKNXP0100160	3	TN	A	UNE 2 Wire Loop (Ordering)	Mechanized	D	4/5/2001 21:30	EDI
595525		7125	ZXRLGP0100278	0	NC	A	UNE 2 Wire Loop (Ordering)	Mechanized	D	4/12/2001 21:45	EDI
592934		7125	ZXKNXP0100206	0	TN	A	UNE 2 Wire Loop (Ordering)	Mechanized	D	4/17/2001 19:30	EDI
591988		7125	ZXKNXP0100160	6	TN	A	UNE 2 Wire Loop (Ordering)	Mechanized	D	4/19/2001 15:05	EDI
587403		7125	ZXCHAP0100574	0	NC	A	UNE 2 Wire Loop (Ordering)	Mechanized	D	4/18/2001 14:48	EDI
501140		7125	ZXATLP0101560	0	GA	A	UNE 2 Wire Loop (Ordering)	Mechanized	D	4/5/2001 18:44	EDI
498312		7125	ZXNSHP0100489	5	TN	A	UNE 2 Wire Loop (Ordering)	Mechanized	D	4/3/2001 22:10	EDI
441253		7125	ZXNSHP0100622	0	TN	A	UNE 2 Wire Loop (Ordering)	Mechanized	D	4/18/2001 18:41	EDI
140701		7125	ZXCHNP0100626	0	TN	A	UNE 2 Wire Loop (Ordering)	Mechanized	D	4/16/2001 10:11	EDI
117413		7125	ZXMIAY0103625B	2	FL	A	UNE 2 Wire Loop (Ordering)	Mechanized	D	4/19/2001 7:40	EDI
79200		7125	ZXNSHP0100631	0	TN	A	UNE 2 Wire Loop (Ordering)	Mechanized	D	4/19/2001 20:05	EDI
826569		7125	ZXKNXP0100218	0	TN	A	UNE 2 Wire Loop (Ordering)	Mechanized	N	4/26/2001 1:45	EDI
805090		7125	ZXORLP0100539	2	FL	A	UNE 2 Wire Loop (Ordering)	Mechanized	N	4/13/2001 13:50	EDI
797690		7125	ZXORLP0100539	0	FL	A	UNE 2 Wire Loop (Ordering)	Mechanized	N	4/10/2001 21:05	EDI
734455		7125	ZXNSHP0100632A	0	TN	A	UNE 2 Wire Loop (Ordering)	Mechanized	N	4/26/2001 19:15	EDI
732531		7125	ZXATLP0101404A	0	GA	A	UNE 2 Wire Loop (Ordering)	Mechanized	N	4/25/2001 22:45	EDI
719205		7125	ZXATLY0102429	0	GA	A	UNE 2 Wire Loop (Ordering)	Mechanized	N	4/25/2001 11:05	EDI
705477		7125	ZXATLP0101066C	0	GA	A	UNE 2 Wire Loop (Ordering)	Mechanized	N	4/4/2001 17:15	EDI
697344		7125	ZXCHAY0100187	2	TN	A	UNE 2 Wire Loop (Ordering)	Mechanized	N	4/25/2001 14:51	EDI
647674		7125	ZXCHNP0100423Z	0	TN	A	UNE 2 Wire Loop (Ordering)	Mechanized	N	4/4/2001 10:50	EDI

OCN 7125 Service Order Raw Data

RQ_ID	LON_ID	OCN	PON	VER	STATE_ID	REQTYPE_CD	PROD_DESC	MECHIZTN	ACTVY_TYPE_ID	TD_STATUS_UPDATE	SYSTEM_INIT_ID
627971		7125	ZXCHNP0100423Z	2	TN	A	UNE 2 Wire Loop (Ordering)	Mechanized	N		
604280		7125	ZXCHAY0100187	0	TN	A	UNE 2 Wire Loop (Ordering)	Mechanized	N	4/5/2001 9:55	EDI
588468		7125	ZXORLP0100539	3	FL	A	UNE 2 Wire Loop (Ordering)	Mechanized	N	4/20/2001 14:06	EDI
128706		7125	ZXNSHP0100640	0	TN	A	UNE 2 Wire Loop (Ordering)	Mechanized	N	4/16/2001 9:06	EDI
43777		7125	ZXORLY0100996	0	FL	A	UNE 2 Wire Loop (Ordering)	Mechanized	N	4/20/2001 20:45	EDI
651643		7125	078031FPRH000011	0	FL	A	UNE 2 Wire Loop (Ordering)	Mechanized	V	4/20/2001 14:30	EDI
602713		7125	078031FPRH000011	1	FL	A	UNE 2 Wire Loop (Ordering)	Mechanized	V	4/5/2001 10:46	TAG
446812		7125	2053224100PL	0	AL	J	Other (Ordering)	Mechanized	R	4/5/2001 11:23	TAG
453256		7125	ATLY0101810	1	GA	M	Combos - Loop + Port (Ordering)	Mechanized	V	4/20/2001 14:40	WEB
492548		7125	ATLY0101929	0	GA	M	Combos - Loop + Port (Ordering)	Mechanized	V	4/3/2001 18:31	WEB
974547	4594478	7125	MIAP0101961D	1	FL	C	NP	Non_Mechanized	C	4/5/2001 13:13	WEB
968197	4586297	7125	MIAP0101961D		FL	C	NP	Non_Mechanized	C	4/3/2001 15:30	
970533	4590030	7125	XXXXXXXXXXXXD		FL	C	NP	Non_Mechanized	C	4/2/2001 16:34	
1071933	4593958	7125	MIAP0101961D		FL	C	NP	Non_Mechanized	C	4/3/2001 14:30	
1044943	4668553	7125	CHNPALPHA1		TN	C	NP	Non_Mechanized	C	4/3/2001 14:30	
1046091	4668549	7125	CHNPALPHA		TN	C	NP	Non_Mechanized	D	4/26/2001 8:45	
1046220	4668588	7125	CHNP0100711D1		TN	C	NP	Non_Mechanized	D	4/26/2001 8:45	
1049344	4668603	7125	CHNP0100711D3		TN	C	NP	Non_Mechanized	D	4/26/2001 8:45	
996109	4614255	7125	CHNP030901D	2	TN	C	NP	Non_Mechanized	D	4/26/2001 8:45	
997478	4614769	7125	MIAP0102346D	2	FL	C	NP	Non_Mechanized	D	4/10/2001 13:56	
1002063	4619600	7125	CHNP030901D		TN	C	NP	Non_Mechanized	D	4/10/2001 14:41	
985882	4601931	7125	MIAP0102291D	1	FL	C	NP	Non_Mechanized	D	4/11/2001 15:16	
1049423	4668581	7125	MIAP0102710D		FL	C	NP	Non_Mechanized	D	4/5/2001 16:08	
1052453	4668593	7125	CHNP0100711D2		TN	C	NP	Non_Mechanized	D	4/26/2001 8:45	
1059771	4683637	7125	MIAP0102892D		FL	C	NP	Non_Mechanized	D	4/26/2001 8:45	
1062632	4688535	7125	CHNP0100723D1		TN	C	NP	Non_Mechanized	D	4/30/2001 8:34	
1062634	4688568	7125	CHNP0100723D2		TN	C	NP	Non_Mechanized	D	4/30/2001 15:40	
987301	4595038	7125	MIAP0102205D		FL	C	NP	Non_Mechanized	D	4/30/2001 15:40	
989014	4606030	7125	NSHP0100584D	2	TN	C	NP	Non_Mechanized	D	4/4/2001 12:20	
990400	4606025	7125	NSHP0100574D	1	TN	C	NP	Non_Mechanized	D	4/6/2001 14:52	
1031250	4650009	7125	MIAP041801SX	1	FL	C	NP	Non_Mechanized	D	4/6/2001 14:52	
1032727	4657375	7125	MIAP0102762D	1	FL	C	NP	Non_Mechanized	D	4/20/2001 12:50	
1033954	4656347	7125	MIAP0102709D		FL	C	NP	Non_Mechanized	D	4/23/2001 16:40	
991120	4601826	7125	BIRP0100286D		AL	C	NP	Non_Mechanized	D	4/23/2001 14:39	
1005094	4624986	7125	MIAP041001GD		FL	C	NP	Non_Mechanized	D	4/5/2001 16:13	
1006150	4623311	7125	NSHP0100609D		TN	C	NP	Non_Mechanized	D	4/13/2001 8:56	
991934	4606311	7125	MIAP0102342D		FL	C	NP	Non_Mechanized	D	4/12/2001 13:44	
995491	4606017	7125	MIAP0102346D	3	FL	C	NP	Non_Mechanized	D	4/6/2001 15:20	
971627	4583535	7125	NSHP0100518D	1	TN	C	NP	Non_Mechanized	D	4/6/2001 14:52	
971683	4584050	7125	CHNP0100545D	1	TN	C	NP	Non_Mechanized	D	4/2/2001 10:07	
972979	4591371	7125	CHNP01005662D		TN	C	NP	Non_Mechanized	D	4/2/2001 10:04	
973800	4592049	7125	CHNP0100566D		TN	C	NP	Non_Mechanized	D	4/3/2001 16:27	
975411	4592051	7125	CHNP0100566D1		TN	C	NP	Non_Mechanized	D	4/3/2001 15:59	
975550	4594458	7125	MIAP0102171D		FL	C	NP	Non_Mechanized	D	4/3/2001 15:59	
975670	4594478	7125	MIAP0102168D		FL	C	NP	Non_Mechanized	D	4/4/2001 11:03	
								Non_Mechanized	D	4/4/2001 11:03	

Exhibit SEN-14
AT&T's May Acknowledgement Message
Timeliness Report



Report: Acknowledge Message Timeliness CLEC

		May 2001									
CLEC	OCN / ACNA	Source	Count In 0-10 Minutes	Count In >10 - 20 Minutes	Count In >20 - 30 Minutes	Count In <= 30 Minutes	Count In >30 - 45 Minutes	Count In >45 - 60 Minutes	Count In >60 - 120 Minutes	Count In >120 Minutes	Average Time Interval (Minutes)
ATTLOCAL	7421	EDI	156	2	1	159			1		2.23
		TAG	61			61					0.05
	7125	EDI	2724	46	15	2785	26	2			2.11
		TAG	4			4					0.01
	8392	TAG	832			832					0.05
	8300	TAG	1317			1317					0.04

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Exhibit SEN-15
BellSouth's Interrogatory Responses

BellSouth Telecommunications, Inc.
North Carolina Docket No. P-100, Sub 133k
CLP Coalition's 1st Set of Interrogatories
May 2, 2001
Item No. 57
Page 1 of 1

REQUEST: For each measure in BellSouth's SQM, describe whether the data specified as excluded in BellSouth's SQM is also excluded from the raw data provided to CLPs.

RESPONSE: The CLP records/items listed as exclusions in the BellSouth SQM are normally included in the raw data files and must be excluded to replicate the reports. The exceptions are cancelled orders in Average Order Completion Interval (OCI) and Average Completion Notice Interval (ACNI).

RESPONSE PROVIDED BY: Al Varner

BellSouth Telecommunications, Inc.
 North Carolina Docket P-100, Sub 133k
 CLP Coalition's 1st Set of Interrogatories
 May 2, 2001
 Item No. 12
 Page 1 of 4

REQUEST: For each and every measure for which BellSouth provides raw data, please state what data, if any, is excluded from the PMAP raw data files.

RESPONSE:

PMAP RAW DATA FILE	EXCLUSIONS
Ordering: % Rejected Service Requests	<ul style="list-style-type: none"> • Service Requests canceled by the CLP prior to being rejected/clarified.
Ordering: FOC Timeliness (Trunk)	<ul style="list-style-type: none"> • Rejected LSRs • Designated Holidays are excluded from the interval calculations • Service Requests received outside of normal business hours.
Ordering: FOC Timeliness (Non-Trunk)	<ul style="list-style-type: none"> • Rejected LSRs • Designated Holidays are excluded from the interval calculations • Service Requests received outside of normal business hours.
Ordering: Reject Interval	<ul style="list-style-type: none"> • Service Requests cancelled by CLP prior to being rejected/clarified. • Designated Holidays are excluded from the interval calculations • Service Requests received outside of normal business hours.
Provisioning: Percent Missed Installation Appointments	<ul style="list-style-type: none"> • Canceled Service Orders • Order Activities of BST or the CLP associated with internal or administrative use of local services (Record Orders, Listing Orders, Test Orders, etc.) where identifiable • Disconnect (D) & From (F) Orders • End User Misses on Interconnection Trunks
Provisioning: Percent Missed Installation Appointments (Trunks)	<ul style="list-style-type: none"> • Canceled Service Orders • Order Activities of BST or the CLP associated with internal or administrative use of local services (Record Orders, Listing Orders, Test Orders, etc.) where identifiable • Disconnect (D) & From (F) Orders • End User Misses on Interconnection Trunks

BellSouth Telecommunications, Inc.
 North Carolina Docket P-100, Sub 133k
 CLP Coalition's 1st Set of Interrogatories
 May 2, 2001
 Item No. 12
 Page 2 of 4

RESPONSE: (Cont.)

Provisioning: % Troubles within 30 Days of Provisioning	<ul style="list-style-type: none"> • Canceled Service Orders • Order Activities of BST or the CLP associated with internal or administrative use of local services (Record Orders, Listing Orders, Test Orders, etc.) where identifiable • D & F Orders • Trouble records caused and closed out to Customer Provided Equipment (CPE)
Provisioning: % Troubles within 30 Days of Provisioning (Trunk)	<ul style="list-style-type: none"> • Canceled Service Orders • Order Activities of BST or the CLP associated with internal or administrative use of local services (Record Orders, Listing Orders, Test Orders, etc.) where identifiable • D & F Orders • Trouble records caused and closed out to Customer Provided Equipment (CPE)
Provisioning: Held Order Interval & Mean	<ul style="list-style-type: none"> • Order Activities of BST or the CLP associated with internal or administrative use of local services (Records Orders, Listing Orders, Test Orders, etc.) where identifiable • Disconnect (D) & From (F) Orders • Orders with appointment code of 'A' for rural orders
Provisioning: Held Order Interval & Mean (Trunks)	<ul style="list-style-type: none"> • Order Activities of BST or the CLP associated with internal or administrative use of local services (Records Orders, Listing Orders, Test Orders, etc.) where identifiable • Disconnect (D) & From (F) Orders • Orders with appointment code of 'A' for rural orders
Provisioning: Order Completion Interval (OCI)	<ul style="list-style-type: none"> • Canceled Service Orders • Order Activities of BST or the CLP Associated with internal or administrative use of local services (Record Orders, Listing Orders, Test Orders, etc.) where identifiable • D (Disconnect) and F (From) order. (From is disconnect side of a move order when the customer moves to a new address.) • "L" Appointment coded orders (where the customer has requested a later than offered interval)
Provisioning: Order Completion Interval (OCI) (Trunks)	<ul style="list-style-type: none"> • Canceled Service Orders • Order Activities of BST or the CLP Associated with internal or administrative use of local services (Record Orders, Listing Orders, Test Orders, etc.) where identifiable • D (Disconnect) and F (From) order. (From is disconnect side of a move order when the customer moves to a new address.) • "L" Appointment coded orders (where the customer has requested a later than offered interval)

BellSouth Telecommunications, Inc.
 North Carolina Docket P-100, Sub 133k
 CLP Coalition's 1st Set of Interrogatories
 May 2, 2001
 Item No. 12
 Page 3 of 4

RESPONSE: (Cont.)

Provisioning: Jeopardy Interval and Percent Jeopardy	<ul style="list-style-type: none"> • Orders held for CLP end user reasons • Disconnect (D) & From (F) orders
Provisioning: Average Completion Notice Interval	<ul style="list-style-type: none"> • Canceled Service Orders • Order Activities of BST or the CLP associated with interval or administrative use of local services (Record Orders, Listing Orders, Test Orders, etc.) where identifiable. • D&F Orders
Provisioning: Total Service Order Cycle Time	<ul style="list-style-type: none"> • Canceled Service Orders • Order Activities of BST or the CLP associated with internal or administrative use of local services (Record Orders, Listing Orders, Test Orders, etc.) where identifiable. • D (Disconnect) and F (From) orders. (From is disconnect side of a move order when the customer moves to a new address). • "L" Appointment coded orders (where the customer has requested a later than offered interval) • Orders with CLP/Subscriber caused delays or CLP/Subscriber requested due date changes.
Provisioning: CCC – Hot Cuts Timeliness	<ul style="list-style-type: none"> • Any order canceled by the CLP will be excluded from this measurement. • Delays caused by the CLP • Unbundled Loops where there is not existing subscriber loop and loops where coordination is not requested. • All unbundled loops on multiple loop orders after the first loop.
Provisioning: CCC – Coordinated Customer Conversions	<ul style="list-style-type: none"> • Any order canceled by the CLP will be excluded from this measurement. • Delays due to CLP following disconnection of the unbundled loop • Unbundled Loops where there is not existing subscriber loop and loops where coordination is not requested.
Maintenance: Percent Repeat Troubles Within 30 Days	<ul style="list-style-type: none"> • Trouble tickets canceled at the CLP request. • BST trouble reports associated with internal or administrative service. • Customer Provided Equipment (CPE) troubles or CLP Equipment Trouble.

RESPONSE: (Cont.)

Maintenance: Customer Trouble Report Rate	<ul style="list-style-type: none">• Trouble tickets canceled at the CLP request.• BST trouble reports associated with internal or administrative service.• Customer Provided Equipment (CPE) troubles or CLP Equipment Trouble.
Maintenance: Maintenance Average Duration	<ul style="list-style-type: none">• Trouble tickets canceled at the CLP request.• BST trouble reports associated with internal or administrative service.• Customer Provided Equipment (CPE) troubles or CLP Equipment Trouble.• Trouble reports greater than 10 days.

Exhibit SEN-16
Letter from K. C. Timmons to Theresa Harris
Dated June 23, 2000



KC Timmons
Manager Supplier Performance Measurements
Local Services - Southern Region

Room 12227
Promenade I
1200 Peachtree St. NE
Atlanta, GA 30309
404 810-3914

June 23, 2000

Theresa Harris
BellSouth Interconnection Services
1960 West Exchange Place, Suite 200
Tucker, Georgia 30084

Dear Theresa:

The purpose of this letter is to request that BellSouth provide AT&T with a monthly CLEC LSR Information report with LNP LSR data.

BellSouth currently provides CLEC LSR Information reports that contain detailed LSR records in support of the Percent Flow Through Service Requests reports in PMAP. On 5/18/00, AT&T sent an e-mail to BellSouth requesting more information on the CLEC LSR Information reports since no information was contained in the BST PMAP Website Index (April 17th & 24th versions), the PMAP "Current Month Site Updates" for the same dates, the PMAP User Guide (Version 2.0.4), nor in the PMAP Raw Data User Manual (Version 2.0.4). Despite not hearing any response from BellSouth on this issue to date, AT&T is moving forward in an attempt to analyze the data in these reports. In our analysis, we have discovered that the CLEC LSR Information reports do not contain LNP LSR Flow Through data. Since BellSouth does provide a Percent LNP Flow Through Service Request (Aggregate Detail) report via PMAP on a monthly basis, AT&T would expect BellSouth to provide a CLEC LSR Information report with LNP LSR data as well. Does BellSouth collect LNP LSR data at the same level of detail as the data in the CLEC LSR Information reports? If so, how quickly could AT&T have access to this additional report? AT&T would be looking for a report that contained the same format as the current CLEC LSR Information reports as well as a more detailed explanation in how to use all of the CLEC LSR Information reports. AT&T would need this data for Operating Company Numbers 7125 (TCG), 7421 (AT&T), and 7680 (AT&T). AT&T would also need to have reports for April, May, and June 2000 as well as monthly reports on a going forward basis.

Please let me know if you have any questions or concerns.

Sincerely,

A handwritten signature in black ink, appearing to read "KLT".

KC Timmons

Copy to: Denise Berger

Exhibit SEN-17
Letter from K. C. Timmons to Theresa Harris
Dated August 9, 2000



BellSouth Interconnection Services
Suite 200
1960 West Exchange Place
Tucker, GA 30084

AT&T Regional Account Team

770 492-7550
Fax 770 492-9412

August 9, 2000

Mr. K. C. Timmons
AT&T
1200 Peachtree St. NE
Room 12227 Promenade I
Atlanta, Ga. 30309

Dear K. C.:

This is in response to your June 23, 2000 letter as well as a follow-up to my July 6, 2000 interim letter regarding your request for a monthly CLEC Local Service Request (LSR) information report with Local Number Portability (LNP) LSR Data. BellSouth apologizes for the delay in responding to your requests, however, the research was more detailed than initially anticipated.

BellSouth has reviewed your request for a report for LNP LSR data. Because of the many CLECs that rely on Performance Measurement Analysis Platform (PMAP) for their performance results, it would not be feasible for BellSouth to allow each CLEC to make the decisions regarding Web site content or construction. After reviewing your request, BellSouth has concluded that it will not create a new report for LNP LSR detail.

While BellSouth will not be able to support AT&T's request for this level of reporting, under the current contract arrangements, BellSouth is willing to enter into negotiations with AT&T for enhanced reporting of performance measurements through professional services at a charge to AT&T. As has been discussed with AT&T in the past, specialized professional service arrangements (PSA) might be constructed to align with AT&T's needs. I would be happy to set up a meeting to discuss those options with you.

In regards to your request for raw data for the LNP reports found in the miscellaneous section of PMAP, BellSouth is unable to provide raw data for the miscellaneous reports. Raw data is only available for official PMAP reports. The official PMAP reports extract the data from the various systems used to Order, Provision or Maintain UNE services. The Miscellaneous reports are created manually by BellSouth work centers.

If I can be of further assistance, please feel free to call me.

Sincerely,

Theresa Harris
Sales Director

Cc: Jan Burriss
Denise Berger
Phil Porter
Brian Jones

Exhibit SEN-18
Transcript of Hearing Before Georgia
Public Service Commission,
Docket No. 8354-U
Dated May 8, 2001

1 A (Witness Weeks) That's correct.

2 Q Okay. Mr. Freundlich, I believe, has stated that
3 Exception 79 will not be closed until BellSouth has
4 implemented its data retention policies; is that true?

5 A (Witness Weeks) Yes.

6 Q And Mr. Freundlich, I believe, also has stated
7 that the schedule for implementation of those data retention
8 policies is the third quarter of 2001; is that correct?

9 A (Witness Weeks) Yes.

10 Q Okay. So is it fair to say that the metrics
11 portion of the third-party test won't be completed at least
12 until the third quarter of 2001?

13 A (Witness Weeks) Well, this exception wouldn't be
14 able to be pursued or retested or evaluated until then.

15 Q So this exception that KCI concluded would
16 facilitate thorough audits won't be completed until the
17 third quarter of 2001?

18 A (Witness Weeks) I'm drawing the distinction
19 between the metrics testing and this particular exception
20 itself. Sometimes those work on different schedules.

21 Q But what is necessary to do the audit won't be
22 complete until...

23 A (Witness Weeks) What is necessary to evaluate
24 BellSouth's compliance with its response to this exception
25 can't be executed until those procedures are in fact in

1 place:

2 Q Now, and didn't Mr. Freundlich also state that he
3 does not believe that Exception 89, an exception related to
4 data collection, will be closed before the third quarter of
5 2001?

6 A (Witness Weeks) Yes.

7 Q Okay. And am I correct that Exception 89 relates
8 to whether the raw data used in the calculation of
9 BellSouth's SQMs is supported by the early stage data?

10 A (Witness Weeks) I believe it says that the raw
11 data used in the calculations are not currently accurately
12 derived or supported by the early stage data.

13 Q Okay. So they're not quite the same; is that
14 correct?

15 A (Witness Weeks) It's difficult to get from one to
16 the other.

17 Q And KCI just recently issued a new public
18 exception on performance metrics; is that correct?

19 A (Witness Weeks) Which -- which one are you
20 referencing?

21 Q Exception 137.

22 A (Witness Weeks) Okay. It's our most recent.

23 Q Okay. And is it accurate to say that Exception
24 137 focuses on the issue of whether KCI could compare the
25 test CLEC data that it created, and whether that accurately